



Victorian Certificate of Education 2005

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

Figures

Words

VCE VET HOSPITALITY (OPERATIONS) FOOD AND BEVERAGE

Written examination

Tuesday 8 November 2005

Reading time: 9.00 am to 9.15 am (15 minutes)

Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	30	30	30
B	24	24	100
			Total 130

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.
- No calculator is allowed in this examination.

Materials supplied

- Question and answer book of 18 pages.
- Answer sheet for multiple-choice questions.

Instructions

- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- All written responses must be in English.

At the end of the examination

- Place the answer sheet for multiple-choice questions inside the front cover of this question and answer book.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room.

SECTION A – Multiple-choice questions**Instructions for Section A**

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1, an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

Question 1

Olive oil is frequently offered as an alternative to butter when serving bread.

When should the oil be placed on the table?

- A. when tables are set
- B. after the bread is served
- C. before the bread is served
- D. at the same time bread is served

Question 2

Iced water should be offered to guests as soon as they are seated. Why?

- A. Australian custom
- B. hospitality regulation
- C. stimulates the palate
- D. cleanses the palate

Question 3

The chef has plated the main course of salmon cutlets on the plate and the waiter has delivered this to the guests at the table. The waiter then offers to serve the vegetables and sauce separately for each guest.

What type of service is being offered?

- A. semi-silver service
- B. silver-service
- C. guéridon
- D. plate

Question 4

What equipment is required to silver serve bread rolls?

- A. silver tongs
- B. service spoon
- C. fork and spoon
- D. two fish knives

Question 5

What cutlery is required when setting a cover for breakfast service?

- A. main knife and fork, side knife and dessert spoon
- B. main knife and fork, dessert fork and soup spoon
- C. entrée knife and fork, side knife, main knife and fork
- D. entrée knife and fork, dessert fork and small knife

Question 6

A guest explains that he has a wheat intolerance.

Which of the following menu items is suitable to recommend?

- A. risotto
- B. caesar salad
- C. quiche Lorraine
- D. spaghetti bolognese

Question 7

There is a variety of different service styles to suit a range of establishments.

Which one of the following establishments would most commonly provide ‘family service’?

- A. fast-food outlet
- B. hospital cafeteria
- C. Chinese restaurant
- D. all-you-can-eat buffet

Question 8

Which of the following items are known as cruets?

- A. oil and vinegar bowls
- B. salt and pepper shakers
- C. sugar bowls, cream and milk jugs
- D. mustard dishes and condiment bowls

Question 9

A guest has ordered beef consommé from the à la carte menu.

What should you set when adjusting the cover for this menu item?

- A. steak knife
- B. finger bowl
- C. soup spoon
- D. dessert spoon

Question 10

Which style of menu offers a selection of individually priced side dishes to accompany main course items?

- A. cycle
- B. buffet
- C. à la carte
- D. table d’hôte

Question 11

When is the most appropriate time to take a pre-meal drink order from a guest?

- A. after you lap the napkins
- B. after bread has been served
- C. after the guests have ordered their food
- D. after you have collected the food menus from the guests

Question 12

What is the main purpose of the under-plate when serving soup?

- A. to prevent the soup bowl from sliding around
- B. to carry the soup spoon with the bowl of soup
- C. to enhance the appearance of the soup being served
- D. to make it easier to carry the soup to the guest's table

Question 13

When serving a small garden salad to share at the table, what additional cutlery is required?

- A. small tongs
- B. fork and soup spoon
- C. one large spoon
- D. two entrée forks

Question 14

You are clearing glassware at the end of service. Customers are still present in the restaurant.

How should the glassware be carried?

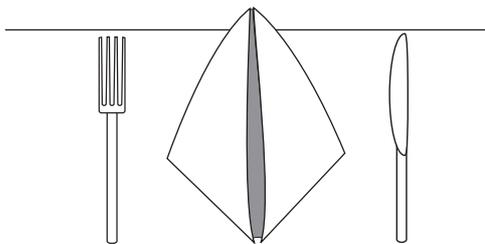
- A. in a glass rack
- B. on a service plate
- C. on a beverage tray
- D. in the waiter's hand

Question 15

You have just placed a dessert order in the kitchen.

Which one of the following service tasks should be carried out next?

- A. adjust the cutlery
- B. offer tea and coffee
- C. organise the table account
- D. take after-dinner drink orders

Question 16

Identify this napkin fold.

- A. cone
- B. envelope
- C. bishop's hat
- D. inverted sail

Question 17

A 'concertina fold' is used to prepare

- A. serviettes used in bread baskets.
- B. service cloths before plate carrying.
- C. tablecloths when clothing the table.
- D. napkins when preparing napkins in advance.

Question 18

The **most** important procedure when manually recording food orders is to

- A. clearly write the food items as ordered by each guest.
- B. ensure all copies are delivered to the kitchen promptly.
- C. include the date, time and host's name on the food order.
- D. ensure the cost of the food items is included on the docket.

Question 19

The headwaiter asks you to call main course for table 4.

Which one of the following should you do?

- A. Inform the chef that table 4 are ready for their main course.
- B. When taking the food to table 4, call out each main course.
- C. Ask the guests on table 4 if they are ready for their main course.
- D. Tell the chef the main course dishes for table 4.

Question 20

A cycle menu is most likely to be used in a

- A. busy city café.
- B. childcare centre.
- C. reception centre.
- D. smorgasbord restaurant.

Question 21

A guest has been presented with her account and offers to pay by credit card.

Which detail is **most** important for the waiter to check prior to the account being processed by the cashier?

- A. The card is valid and has been signed.
- B. The account has been totalled correctly.
- C. The guest has finished her food and beverages.
- D. The establishment's merchant number is transferred.

Question 22

What is the most appropriate garnish for iced tea?

- A. a strawberry fan
- B. small stalk of celery with leaves
- C. mint leaves and a slice of lemon
- D. pineapple frond and a slice of orange

Question 23

Carbonated soft drinks are often available in 285 ml bottles for use in the bar.

These bottles are commonly known as

- A. shots.
- B. splits.
- C. mixers.
- D. post mix.

Question 24

When preparing plunger coffee approximately how much ground coffee should you allow for each cup of water?

- A. 2 g
- B. 7 g
- C. 15 g
- D. 20 g

Question 25

Which fruit is most commonly used in the production of nonalcoholic wine?

- A. apple
- B. grape
- C. pear
- D. lemon

Question 26

Which glass is most suitable to serve a strawberry frappé in?

- A. old fashioned
- B. pilsner
- C. martini
- D. colada

Question 27

What is the most appropriate way to dispose of broken glass when working in the bar area?

- A. Place it in the kitchen rubbish bin.
- B. Wrap it in paper and place in the bin.
- C. Place it in a plastic bag before disposing of it in the bin.
- D. Place it at the back of the shelf until notifying the supervisor.

Question 28

What is the most appropriate item to use when placing ice into glassware?

- A. a ladle
- B. a glass
- C. an ice-cream scoop
- D. a perforated spoon

Question 29

You have been asked to prepare an iced coffee.

Which combination of ingredients should you use?

- A. espresso coffee, cold milk and ice cream
- B. mocha syrup, chocolate powder, milk and cream
- C. dripolator coffee, cream, chocolate powder, milk
- D. instant coffee, hot water, cold milk, cream and ice cream

Question 30

What is a muddling spoon used for?

- A. measuring ingredients
- B. ladling soup
- C. mixing hot drinks
- D. mixing cold drinks

SECTION B – Short-answer questions**Instructions for Section B**

Answer **all** questions in the spaces provided.

Question 1

Professional service requires the waiter to have excellent customer communication skills.

a. How can a waiter demonstrate these communication skills during service? Provide **three** examples.

i. _____

ii. _____

iii. _____

3 marks

b. In addition to excellent communication skills, identify **five** other expectations customers may have of a professional waiter.

i. _____

ii. _____

iii. _____

iv. _____

v. _____

5 marks

Question 2

List **four** items a waiter would require, prior to service, as personal mise en place.

i. _____

ii. _____

iii. _____

iv. _____

4 marks

Question 3

List **four** examples of linen commonly used in restaurant service.

- i. _____
- ii. _____
- iii. _____
- iv. _____

4 marks

Question 4

You work as a waiter in a contemporary café/restaurant that serves food all day.

A carte de jour menu is offered for breakfast and lunch. A full à la carte menu is offered for dinner in the evening.

- a. You have arrived in the late afternoon to commence your evening shift. What information do you require prior to setting the tables to ensure the section is set accordingly? List **four** details.

- i. _____
- ii. _____
- iii. _____
- iv. _____

4 marks

- b. The tables are now correctly set and the waiters' stations have been restocked. You have been briefed about the menu and all other special requirements of service for this evening's shift.

What other pre-service tasks will ensure the front of house is ready for customers?

Identify **three** tasks.

- i. _____
- ii. _____
- iii. _____

3 marks

Question 5

What mise en place is required for the glass washer to ensure it is ready for service? List **three** details.

i. _____

ii. _____

iii. _____

3 marks

Question 6

What are **four** things you should consider when preparing cut-butter portions for service?

i. _____

ii. _____

iii. _____

iv. _____

4 marks

Question 7

What **three** checks would you make of glassware, prior to use, regardless of the style of drink?

i. _____

ii. _____

iii. _____

3 marks

Question 8

The restaurant is fully booked. A party of five guests arrive and they inform you the original booking was for eight guests but now three guests will not be coming. The restaurant supervisor asks you to adjust the table accordingly.

As the waiter, and with the customers waiting, what are you now required to do?

5 marks

Question 9

Provide **five** different examples of appropriate hygiene practice a waiter must demonstrate during service.

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____

5 marks

Question 10

Describe the correct technique to use when 'lapping' guests at the table.

4 marks

This is a description of the dishes related to the following food orders in Questions 11 and 12.

Entrée

Soup of the day

Made daily from fresh market ingredients

Tasmanian pacific oysters

Shucked to order. Served natural on ice or grilled and topped with tomato and coriander salsa

Tomato and fetta bruschetta

A salsa of roma tomato, Spanish onion and fetta cheese on toasted ciabatta with basil-infused virgin olive oil

Chicken satay

Skewers of tender marinated chicken breast strips served with steamed rice and homemade satay sauce

Polenta, roasted pear and blue cheese salad

Crisp twice-cooked polenta topped with wild rocket leaves, slices of roasted pear and creamy blue-cheese dressing

Cajun prawn salad

A warm salad of cajun-spiced char-grilled prawns served with baby cos lettuce, cherry tomatoes, roasted capsicum and cucumber tossed with citrus and saffron vinaigrette

Mussels mediterranean

Fresh local mussels served in their shells, cooked with fresh tomato sauce, white wine, chilli, herbs and garlic

Main course

Moroccan lamb

Tender pieces of slow-cooked lamb braised with root vegetables and Moroccan spices served with raisin-studded cous cous

Rump steak

350 g prime beef cooked to your liking on the char-grill, served with red wine onion jam

Atlantic salmon

Crispy-skinned fillet of salmon served with spinach and herb risotto and red pepper sauce

Pork spare ribs

BBQ pork spare ribs marinated in chef's special herbs and spices served with sautéed potatoes

Chicken saltimbocca

Breast of chicken filled with sage butter and fontina cheese, wrapped in parma ham and served with wilted spinach

Seafood platter

A hot and cold selection of oysters, king prawns, scallops, calamari and ocean fish served with rice pilaf and lime-butter sauce

Kangaroo loin fillet

Pan-roasted served with roasted sweet potato and spiced apple cider glaze

Side orders

Crisp, fried pontiac potatoes with rosemary

Mixed green leaf salad

Steamed seasonal vegetables

Stir-fry of asian green vegetables

Question 11

Table	Pax	Waiter	Time
T3	5	JR	7.35
2 × SOD	1, 5		
1 × Polenta	3		
1 × satay	4		
1 × Mussels	2		
2 × Salmon	4, 5		
1 × Beef	3 (med)		
1 × Chick	2		
1 × Mussels	1 (MC size)		
2 × potatoes	3, 4		
1 × salad	5		

The docket shown above itemises the food order for table 3. The tables are set for à la carte service. List all cutlery adjustments that should be made at the table for each guest.

Guest 1 _____

Guest 2 _____

Guest 3 _____

Guest 4 _____

Guest 5 _____

5 marks

Question 12

Table	Pax	Waiter	Time
T6	5	PJ	7.05
1 × SOD	1		
1 × Bruschetta	5		
1 × Cajun salad	3		
1 × 12 Oyster Grill	4		
1 × Mussels	2		
1 × Salmon	5 (no Sc)		
1 × Beef	3 (WD)		
1 × Chick	2		
1 × Lamb	4		
1 × K/roo	1 (med)		
2 × potatoes	1, 4		
2 × salad	3, 5		
1 × steam veg	2		

According to the food docket above, what **four** items of equipment should the food runner organise in the kitchen to serve the entrées to table 6?

i. _____

ii. _____

iii. _____

iv. _____

4 marks

Question 13

To minimise the risk of spilling drinks during beverage service, it is important to know how to use a beverage tray correctly.

Identify **six** techniques that minimise the risk of spilling drinks using tray service.

- i. _____

- ii. _____

- iii. _____

- iv. _____

- v. _____

- vi. _____

6 marks

Question 14

During banquet or function service, a principal duty of the food runner is to liaise between the floor supervisor and the chef in the kitchen.

Provide **three** examples of information the chef would require to ensure quality food service at the function.

- i. _____
- ii. _____
- iii. _____

3 marks

Question 15

Guests have just finished main course and all cutlery and crockery has been cleared from their table. Explain the correct technique the waiter should use when crumbing down the table.

3 marks

Question 16

A guest who is currently dining in the restaurant would like to make a reservation for another occasion. What **five** pieces of information do you need from the guest to make the booking?

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____

5 marks

Question 17

You are taking the orders on an electronic point-of-sale cash register in a café that has counter service. There is a long line of people in front of you. The next customer that approaches the counter to order appears to be agitated about the delay.

How should you handle this situation?

4 marks

Question 18

Identify **five** post-service tasks a food runner should perform at the end of a shift as part of a food service team.

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____

5 marks

Question 19

As a professional waiter, it is important to keep up to date with current trends and service requirements in a range of different food service enterprises within the hospitality industry.

Explain **two** ways you might do this.

- i. _____
- ii. _____

2 marks

Question 20

The following terms are frequently used in food and beverage service. Provide a clear explanation of each term.

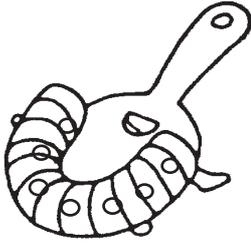
- i. fine dining

- ii. maître d'hôtel

- iii. stillroom

- iv. degustation menu

4 marks

Question 21

This piece of equipment is used in the preparation of nonalcoholic beverages.

- a. What is the purpose of this piece of equipment?

1 mark

- b. Describe how you would clean this piece of equipment at the end of the shift.

3 marks

Question 22

You are required to garnish a cocktail glass using the frosting method.

Clearly describe the technique of frosting a glass, including the required ingredients.

2 marks

Question 23

Maraschino cherries are often used to garnish mocktails.

Describe **two** different methods of garnishing a glass with a maraschino cherry.

- i. _____
- ii. _____

2 marks

Question 24



You have been asked to prepare a pot of coffee using the equipment shown above. Describe the procedure you would follow.

4 marks