



**Victorian Certificate of Education
2007**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures										Letter
Words										

**VCE VET HOSPITALITY (OPERATIONS)
FOOD AND BEVERAGE
Written examination**

Tuesday 13 November 2007

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	29	29	29
B	21	21	103
			Total 132

- 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 20 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**

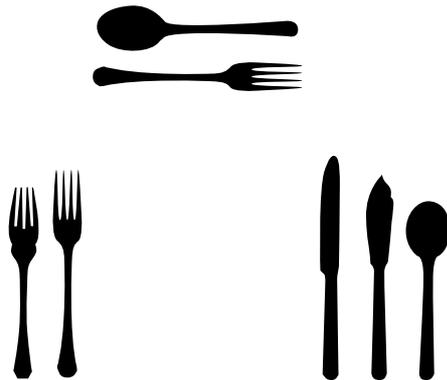
Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

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

The table setting above is suitable for what type of menu?

- A. buffet
- B. à la carte
- C. table d'hôte
- D. cyclical menu

Question 2

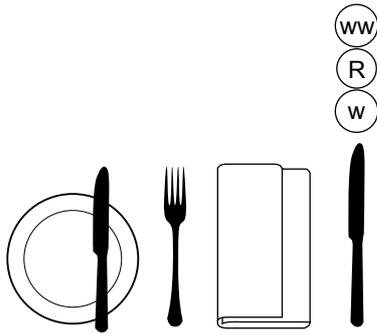
In which style of service is the term 'alternate drop' used?

- A. function
- B. à la carte
- C. buffet
- D. gueridon

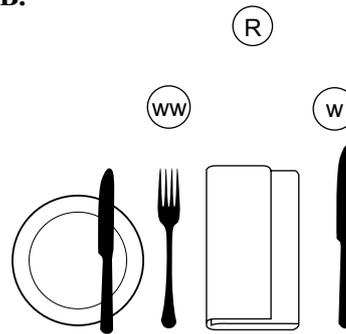
Question 3

When setting the glasses on a table, which one of the following is correct?

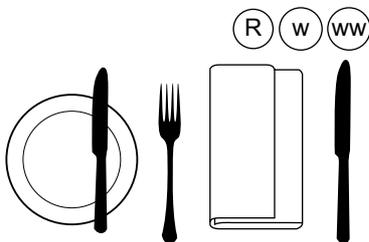
A.



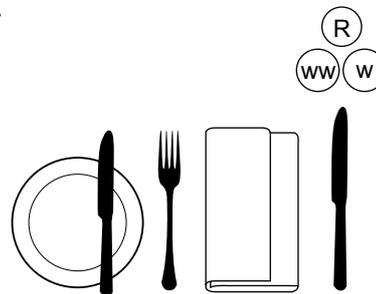
B.



C.



D.

**Question 4**

You are a waiter in an à la carte restaurant. At a pre-service briefing the chef advises staff that the fish of the day is 'crispy-skinned Atlantic Salmon with lemon caper butter sauce'.

When should you inform guests what the 'fish of the day' is?

- A. when seating guests at their table
- B. when guests ask about the dishes of the day
- C. when clearing the entrée plates
- D. when presenting the menus to the guests

Question 5

Which one of the following is suitable to offer as an alternative to regular butter when serving bread?

- A. seasoned salt with herbs
- B. olive oil
- C. dukkah with spices
- D. herbed butter

Question 6

A guest has ordered pasta carbonara from the à la carte menu.

Which item of cutlery should be removed and replaced with a spoon?

- A. entrée fork
- B. entrée knife
- C. main fork
- D. main knife

Question 7

What is the purpose of using a 'cover number' when taking orders and completing food docket?

- A. to ensure the chef is informed of how much of each menu item to prepare
- B. to ensure the chef cooks the food in the order it was taken at the table
- C. to indicate which menu item was requested by each guest at the table
- D. to indicate which guest ordered first to ensure they receive the first meal from the kitchen

Question 8

A guest phones to place a booking at your restaurant and enquires about which dishes on the menu would suit a coeliac.

Which one of the following menu items is suitable to recommend?

- A. cucumber, tofu and avocado sushi
- B. spinach and ricotta cheese filo
- C. traditional beer-battered fish and chips
- D. linguine bolognese with parmesan cheese

Question 9

Which of the following determines if the two or three plate carrying method can be used when delivering plated food?

- A. how busy the restaurant is
- B. plate size, contents and weight
- C. the type of establishment you are working in
- D. the service time, course and number of guests at the table

Question 10

'Call away' is a common term used in the hospitality industry.

What does 'call away' refer to?

- A. a type of service where customers call first to order takeaway service
- B. ringing guests to confirm restaurant reservations for the next day
- C. a waiter being called in to work in a different section of the restaurant
- D. a waiter requesting kitchen staff to plate up the next course for a table

Question 11

Which one of the following table settings does **not** require the dessert cutlery to be placed prior to guests arriving?

- A. à la carte cover
- B. function cover
- C. table d'hôte cover
- D. set menu cover

Question 12

When should the side plates be cleared from a table of guests dining in a restaurant?

- A. as soon as the guests have eaten their bread
- B. when removing entrée plates
- C. when removing main course plates
- D. when removing dessert plates

Question 13

What is a billfold used for?

- A. holding up the dockets in the kitchen
- B. storing the customers dockets at the cashier desk
- C. presenting customer accounts and change
- D. folding tablecloths ready for use on the tables during service

Question 14

Other than crockery, cutlery and glassware, which items are commonly placed on the table when it is being set?

- A. cruets and flowers in a vase
- B. bottled water and tent cards
- C. rock salt and pepper grinder
- D. drink list and condiment selection

Question 15

At the end of service the food runner may assist other staff by removing recyclables from the restaurant service areas.

Which of the following are considered recyclable items?

- A. salt and pepper
- B. unused butter portions
- C. empty wine bottles
- D. unused wine glasses

Question 16

Grenadine is commonly used in the preparation of beverages.

Which one of the following correctly describes this product?

- A. purple raspberry-flavoured cordial used for sweetening and colouring drinks
- B. red pomegranate-flavoured cordial used for sweetening and colouring drinks
- C. citrus-flavoured cordial used for sweetening and colouring drinks
- D. bitter liquid used in small amounts to add flavour and colour to drinks

Question 17

Your manager has asked you to put away stock that has just been delivered. She reminds you to follow the FIFO system.

What does FIFO stand for?

- A. fast in first out
- B. face in forward out
- C. fresh in face out
- D. first in first out

Question 18

Which one of the following is a herbal infusion?

- A. jasmine tea
- B. oolong tea
- C. chamomile tea
- D. English breakfast tea

Question 19

In a mocktail recipe the word **nip** refers to

- A. a standard measure of 30 ml.
- B. a standard measure of 45 ml.
- C. the quantity released from a speed pourer.
- D. pouring ingredients directly into a glass without measuring.

Question 20

What type of cocktail shaker is shown in the image above?

- A. traditional
- B. Boston
- C. American
- D. Hawthorne

Question 21

Which list correctly identifies the ingredients of a traditional banana milkshake?

- A. banana syrup, ice, milk and cream
- B. ripe banana, yoghurt, milk and honey
- C. ripe banana, soy milk and banana ice cream
- D. banana syrup, milk and vanilla ice cream

Question 22

A lemon squash is best described as

- A. lemon barley cordial with sparkling mineral water.
- B. lemon cordial with ice and soda water.
- C. lemonade with ice and slices of lemon.
- D. lemonade with fresh lemon juice and ice.

Question 23

What is the traditional garnish for a spiced tomato juice or Virgin Mary?

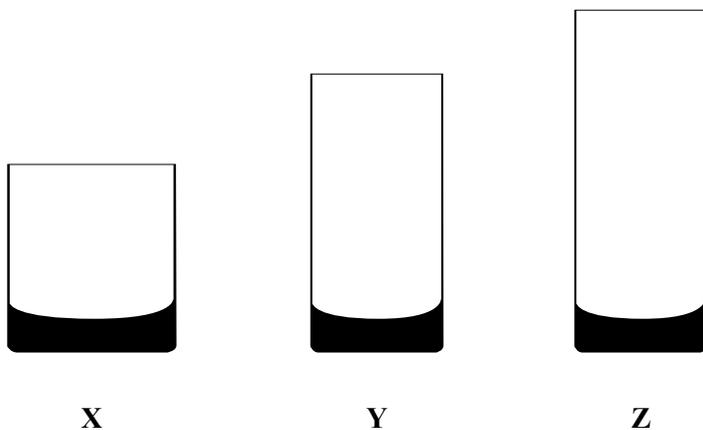
- A. sprinkling of cinnamon
- B. slice of tomato
- C. mint leaves
- D. stick of celery

Question 24

A drink order has arrived at the bar for the four drinks listed below.

Which drink should be prepared last to ensure quality is maintained?

- A. glass of diet coke
- B. mango smoothie
- C. glass of orange juice
- D. tropical juice mocktail

Question 25

What is the common name of glass Y?

- A. pilsner
- B. tumbler
- C. highball
- D. old fashioned

Question 26

What additional items should the food runner prepare to serve with grilled whole lobster served in the shell?

- A. finger bowl, lobster crackers and pick
- B. finger bowl, bowl of parmesan cheese
- C. lobster crackers and mustard selection
- D. lobster crackers, fish knife and oyster fork

Question 27

Smorgasbord service is similar to

- A. banquet service.
- B. buffet service.
- C. plate service.
- D. function service.

Question 28

Waiters are commonly asked if the establishment has EFTPOS.

What does this mean?

- A. the establishment takes group bookings
- B. payment can be made by electronic transfer
- C. the establishment accepts discount vouchers
- D. there are special nights with entertainment at no extra cost

Question 29

'Service gear' is a common term referring to

- A. the waiter's uniform.
- B. a waiter's friend used to open wine.
- C. utensils used to serve food.
- D. a pen and food docket pad to take orders.

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

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

Question 1

Waiting staff should have excellent product knowledge of the food and beverages on offer at the establishment they work in.

Identify two ways excellent product knowledge can benefit the **establishment**.

1. _____

2. _____

2 marks

Question 2

Waiting staff use a range of skills when providing service to customers in different dining settings.

Describe how each of the following skills are applied differently in buffet, plate and family styles of service.

Skill 1 – Assisting guests with menu selection

Buffet _____

Plate _____

Family _____

Skill 2 – Serving food to guests

Buffet _____

Plate _____

Family _____

6 marks

SECTION B – continued
TURN OVER

Question 3

Identify two distinguishing features of each of the menus in the table below.

Menu	Distinguishing features
cycle	1. _____ _____ 2. _____ _____
table d'hôte	1. _____ _____ 2. _____ _____
degustation	1. _____ _____ 2. _____ _____

6 marks

Question 4

Cloth napkins are used as serviettes for restaurant guests. Identify four other common uses for cloth napkins in restaurant service.

1. _____
2. _____
3. _____
4. _____

4 marks

Question 5

You are setting a table for à la carte service.

- a. Identify one key procedure required for each of the following.

Table _____

Table cloth _____

Placement of crockery _____

3 marks

- b. What are three procedures to follow when positioning the **main knife** for à la carte service?

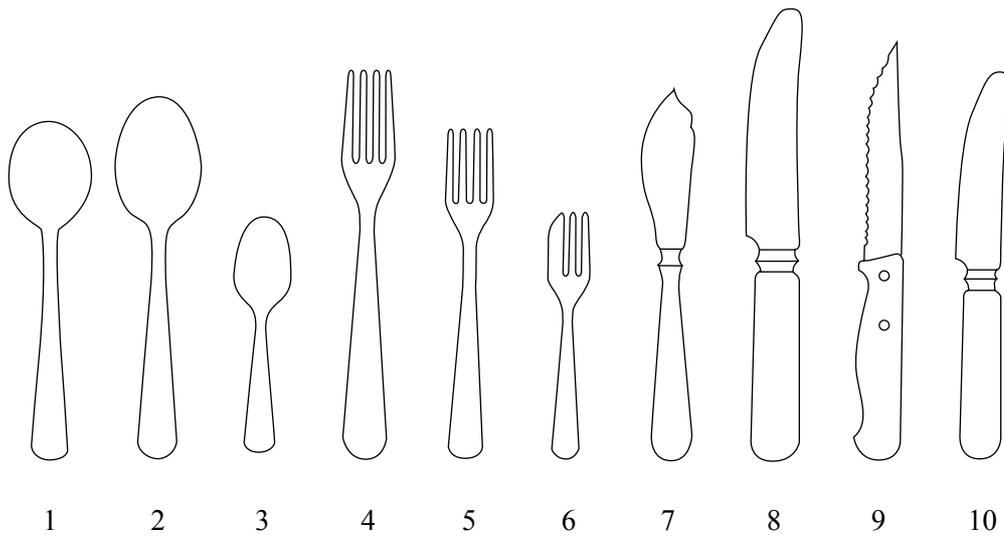
1. _____

2. _____

3. _____

3 marks

Question 6



Identify the common industry name of each piece of cutlery shown above.

Item	Common industry name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

10 marks

Question 7

When butter is prepared for service, portions are often placed into iced water and stored in the refrigerator. Describe three advantages of this method of butter preparation.

1. _____
2. _____
3. _____

3 marks

Question 8

It is a busy Saturday night in the restaurant. The manager has assigned you as the food runner for the meal service.

List three key responsibilities of a food runner and give a specific workplace example for each responsibility.

1. responsibility _____
workplace example _____

2. responsibility _____
workplace example _____

3. responsibility _____
workplace example _____

6 marks

Question 9

After presenting the menu to guests, a waiter has the opportunity to promote items which will enhance the guests' dining experience.

List three examples of what the waiter may say.

1. _____
2. _____
3. _____

3 marks

Question 10

When ordering food, guests frequently make requests that relate to special dietary requirements. These important requests are made for a variety of reasons ranging from life-threatening allergies to cultural or physical needs.

How can the waiter ensure the guests' requests are carried out correctly? Give two examples.

1. _____

2. _____

2 marks

Question 11

When serving a large table of guests, a grid docket can be used.

Grid Docket			
Table	Pax	Waiter	Time
6	10	Ang	8.30pm
Guest	Entree	Main	Dessert
1	prawns	Fish	
2		Beef - R	Pudding
3	soup	Chicken	Strudel
4	prawns	Fish	Strudel
5	prawns	Fish	Strudel
6	caesar	Chicken - no sauce	Pudding
7	caesar	Fish	Pudding
8	caesar	Chicken	Strudel
9	prawns	Beef	Sorbet
10	soup	Beef - WD	Pudding

Question 12

You are a waiter in a fine dining establishment and a fellow waiter has just delivered the main course dishes ordered for your table. You see that one guest has not received a meal. When checking with the kitchen you discover that you have missed a customer’s request for chicken fillet on the food docket.

As the waiter for this table explain how you would manage this situation. The first action has been included for you.

Firstly, apologise to the guest/host and explain what has happened.

5 marks

Question 13

A seated guest has accidentally knocked a glass of red wine and it has spilt and broken onto the wooden floor of the restaurant. Explain how you would deal with this situation in a professional and safe manner.

4 marks

Question 14

An effective waiter should be able to identify service needs from a customer's body language or other nonverbal signs.

What nonverbal signs could the customer display for each of the following service requirements? Give one response for each requirement. Do not repeat responses.

ready to order	
finished main course	
require further drinks	
ready to pay bill	

4 marks

Question 15

The chef has informed you that all dishes are plated and ready to be taken to the table. What are four important checks the waiter should make prior to leaving the kitchen with the food?

1. _____
2. _____
3. _____
4. _____

4 marks

Question 16

The waiter has just removed the plates from a table of guests.

a. Identify two tasks the waiter should do with the plates in the kitchen area.

1. _____
2. _____

2 marks

b. Explain why it is important to do each of these tasks properly.

1. _____
2. _____

2 marks

Question 17

During a pre-service briefing, staff are instructed to remove all tables and stack the chairs from the restaurant at the end of the shift in preparation for a formal function for 100 guests the next evening. Large round tables will be delivered in the morning.

It is important that staff shifting these tables and chairs use the correct lifting technique – bending knees and keeping a straight back.

- a. List five other occupational health and safety considerations all staff should make when shifting the tables and chairs.

1. _____
2. _____
3. _____
4. _____
5. _____

5 marks

You arrive the next day to set up the large round tables for the function.

- b. What are three key points to consider when setting the room according to the floorplan?

1. _____
2. _____
3. _____

3 marks

The tables for the formal function are set and have been checked. Staff have made last minute adjustments to the ambience. During the pre-service briefing, strategies required to accommodate the large numbers of guests arriving at the same time are discussed.

- c. Identify three appropriate strategies.

1. _____

2. _____

3. _____

3 marks

Question 18

When working as a waiter, it is important to discuss or evaluate aspects of service at the end of the shift. Give three examples of information that should be discussed.

1. _____

2. _____

3. _____

3 marks

Question 19

a. Identify the drink-making method most appropriate to use when preparing a lemonade spider.

1 mark

b. Explain why this method is most appropriate.

1 mark

Question 20

A variety of methods are used to prepare different styles of coffee.

Identify two distinguishing characteristics for each method listed below. Do not repeat responses.

plunger coffee

1. _____
2. _____

espresso coffee

1. _____
2. _____

4 marks

Question 21

You are a waiter at a busy convention centre.

You have been asked to carry out the mise en place of the tea and coffee table for a function of 25 people. The tea and coffee will be all day self service for the guests.

a. Identify two methods of coffee preparation appropriate for self service at the all day function.

1. _____

2. _____

2 marks

Select one of these methods to use when answering **parts b. and c.** below. _____

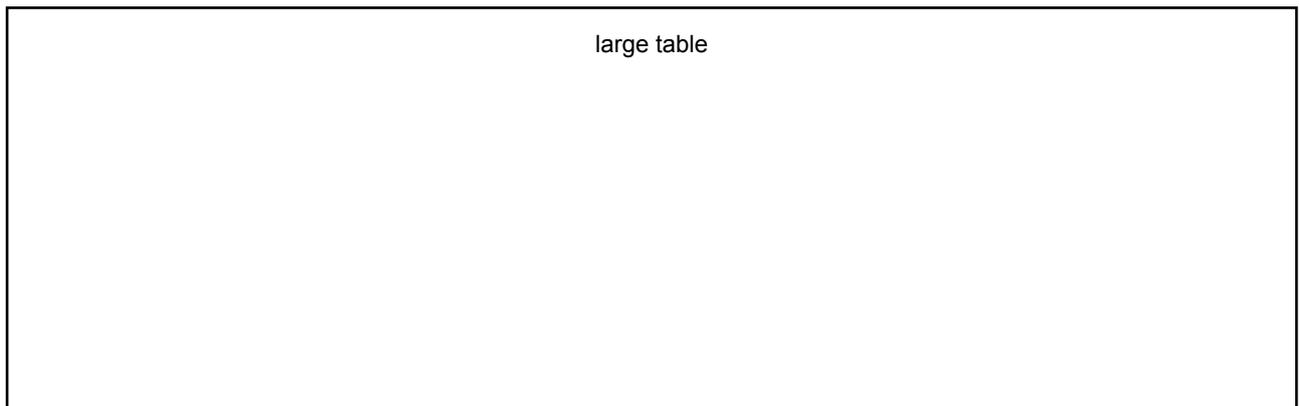
b. What equipment and service items are required to provide tea and coffee service for the guests?

Complete the list below.

- Cups, saucers and teaspoons

5 marks

c. Indicate on the table space below where the required equipment and service items should be placed, ensuring the set up is safe and convenient for the guests to self serve. You may draw or label the items listed in **part b.** in a suitable position on the table below.



2 marks