



Victorian Certificate of Education 2008

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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VCE VET HOSPITALITY (OPERATIONS) FOOD AND BEVERAGE

Written examination

Tuesday 11 November 2008

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	22	22	103
			Total 133

- 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 17 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

Which of the following combination of items would you find at a waiters' station?

- A. side plates, dessert bowls and water glasses
- B. napkins, menus and dessert cutlery
- C. sugar bowls, teaspoons and coffee plunger
- D. tablecloths, under plates and bread knives

Question 2

Which menu offers individually priced side dishes?

- A. à la carte
- B. set menu
- C. buffet
- D. degustation

Question 3

At which stage of food service should pre-dinner drink glasses be removed?

- A. after the bread has been eaten
- B. just before the main course is served
- C. after wine has been ordered for the table
- D. when the drink is finished

Question 4

A childcare centre offers a daily changing menu for the children in its care.

The appropriate style of menu for this establishment would be

- A. degustation.
- B. cycle.
- C. à la carte.
- D. table d'hôte.

Question 5

Which food would be served first?

- A. petite fours
- B. entrée
- C. soup
- D. canapés

Question 6

Food waiters should be familiar with the range of common allergens associated with life-threatening food allergies.

Which of the food products listed is considered a high allergy risk?

- A. pork
- B. eggs
- C. tomatoes
- D. hot chillies

Question 7

The tables in an à la carte restaurant have been set.

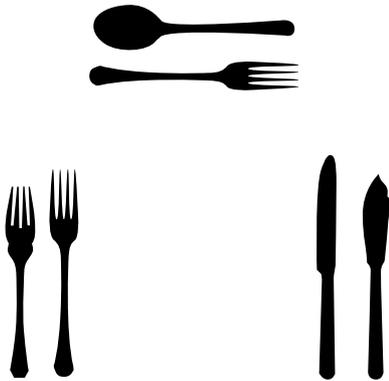
Which menu item will need to have the cutlery corrected when ordered by guests?

- A. braised lamb shanks with steamed broccolini and potato purée
- B. fettucini carbonara with shaved parmesan
- C. char-grilled chicken breast with steamed spring vegetables
- D. vegetable terrine with tomato and basil coulis

Question 8

Extra covers not required at the table should be

- A. removed when the waiter is informed.
- B. removed according to each course.
- C. left, as someone might join them.
- D. left, so as to not disturb the guests.

Question 9

Which is the correct setting of the cover illustrated above?

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

Question 10

When providing silver service of bread rolls, they should be served

- A. from the guests' left.
- B. using silver tongs.
- C. from the guests' right.
- D. to the host first.

Question 11

The order (sequence) of service refers to

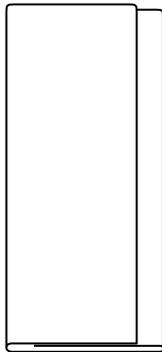
- A. writing up the food order docket.
- B. the preparation of the restaurant before service.
- C. the process to follow to prepare plunger coffee.
- D. the order of tasks to complete when serving guests.

Question 12

It is the waiter's responsibility to ensure cutlery is hygienically clean and polished for service.

To polish cutlery you would use a polishing cloth and

- A. a wet sponge.
- B. hot water and vinegar.
- C. warm soapy water.
- D. cold water with a sanitiser.

Question 13

What is the name of the napkin fold above?

- A. five star
- B. cone
- C. envelope
- D. inverted sail

Question 14

When guests first arrive at a restaurant the waiter is required to

- A. explain the style of service.
- B. collect their coats and jackets.
- C. acknowledge the guests.
- D. show the guests to their table.

Question 15

In a large kitchen, food items can be collected from a range of areas depending on the selected menu item. Items collected from the larder section are typically

- A. salads.
- B. pasta dishes.
- C. hot main course items.
- D. extra plates and service gear.

Question 16

What are the special dietary requirements of a vegan?

- A. is vegetarian but also eats fish
- B. only eats organic and biodynamic food
- C. must strictly avoid any foods containing gluten
- D. is vegetarian and avoids all animal products

Question 17

The correct technique for opening a linen napkin for a seated guest in a fine dining restaurant is to pick up the napkin

- A. with the right hand on the left side of the guest and shake to open.
- B. on the right side of the guest, pull ends to a triangle shape.
- C. from the left side of the guest, shake to open then fold in half.
- D. using both hands, unfold napkin and fold into quarters and give to the guest.

Question 18

The drinks list should be offered to the guest after the

- A. greeting and seating procedures.
- B. food menu has been offered.
- C. bread rolls have been served.
- D. food order has been taken.

Question 19

A restaurant has been exceptionally busy and has run out of a number of main course menu items. When should guests be informed?

- A. when the unavailable item is requested
- B. as soon as the guests are greeted and seated
- C. as the waiter distributes the menu to the guests
- D. after the guests have eaten their first course

Question 20

Guests arrive to dine at a restaurant without a reservation.

The waiter should

- A. politely explain he is unable to offer them a table as they have not made a booking.
- B. quickly go and verify with the chef to see if the kitchen can cope.
- C. refer to the table plan to determine which table is free.
- D. quickly ask for the guests' details and complete the information before taking them to a table.

Question 21

The floorplan is designed according to the

- A. reservations list.
- B. number of tables and chairs available.
- C. style of menu.
- D. time of the day.

Question 22

A coeliac guest asks for your assistance to select a suitable meal for their dietary requirement.

Which of the following would be appropriate?

- A. chicken parmigana with garden salad and hand-cut chips
- B. pumpkin and fetta risotto with slow-roasted tomatoes
- C. panfried snapper fillet on a crisp rice cake with tempura vegetables
- D. baked spinach and ricotta cannelloni with green salad

Question 23

Complete mise en place of the dining room will promote

- A. smooth and efficient service.
- B. business discussion and entertainment.
- C. opportunities for up-selling.
- D. customers to tip well.

Question 24

Which of the following glasses has a stem?

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

Question 25

A refreshing drink made with blended yoghurt, water and fruit and/or spices is known as a

- A. smoothie.
- B. lassi.
- C. milkshake.
- D. laksa.

Question 26

Which coffee is made using cream as an ingredient?

- A. flat white
- B. cappuccino
- C. caffe latte
- D. vienna

Question 27

To maintain freshness and aroma, coffee beans must be stored correctly.

The best conditions for the storage of coffee beans are in

- A. a brown paper bag in the fridge.
- B. the manufacturer's foil-lined bag.
- C. a vacuumed-sealed bag in the freezer.
- D. an airtight container, in a dark and cool place.

Question 28

A guest has requested a pot of loose-leaf black tea.

For quality flavour, how long should the tea leaves be left to infuse before the tea is poured?

- A. 1 minute
- B. 2–4 minutes
- C. 5–8 minutes
- D. 9–10 minutes

Question 29

In coffee service, what is a demitasse?

- A. a warmed coffee glass
- B. half strength espresso
- C. very small coffee cup
- D. coffee pot for one

Question 30

Varieties of black fermented tea should be served with

- A. honey and slices of lemon.
- B. milk and sugar.
- C. no accompaniments.
- D. warmed milk.

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

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

Question 1

A daily task for a waiter is to confirm restaurant reservations. When calling to speak with guests about their bookings, what five pieces of information should be confirmed?

1. _____

2. _____

3. _____

4. _____

5. _____

5 marks

Question 2

A party of guests arrives at a restaurant. As the staff member waiting at reception, identify four tasks you should do before escorting them to their table.

1. _____

2. _____

3. _____

4. _____

4 marks

Question 3

Guests expect a high level of service from a professional waiter.

Give two examples of professional service performed under each heading.

Order taking

1. _____

2. _____

Table service of the food and beverages

1. _____

2. _____

Clearing food and beverages

1. _____

2. _____

End of service

1. _____

2. _____

2 + 2 + 2 + 2 = 8 marks

Question 4

Standard abbreviations for menu items are used when handwriting food dockets for the kitchen.

What are three advantages of using the abbreviations?

1. _____

2. _____

3. _____

3 marks

Question 5

Identify three duties or tasks of a food waiter. Explain how each duty or task would differ when working in a busy à la carte restaurant as opposed to a wedding reception centre.

Duty/task A _____

Restaurant _____

Function centre _____

Duty/task B _____

Restaurant _____

Function centre _____

Duty/task C _____

Restaurant _____

Function centre _____

2 + 2 + 2 = 6 marks

Question 6

Many workplace accidents can be avoided. Describe four examples of best practice waiters should demonstrate when serving guests in a restaurant to prevent a workplace injury to themselves.

1. _____

2. _____

3. _____

4. _____

4 marks

Question 7

Setting the correct ambience for each meal service is very important for a guest's experience.

Identify four aspects that contribute to a positive ambience and explain their importance to the guest.

Ambience aspects	Importance to the guest
1. _____	<hr/> <hr/>
2. _____	<hr/> <hr/>
3. _____	<hr/> <hr/>
4. _____	<hr/> <hr/>

4 marks

Question 8

It is important that cruets are checked prior to each service. Explain four checks that should be made.

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

4 marks

Question 9

Explain two reasons why it is important to attend the pre-service briefing prior to restaurant service.

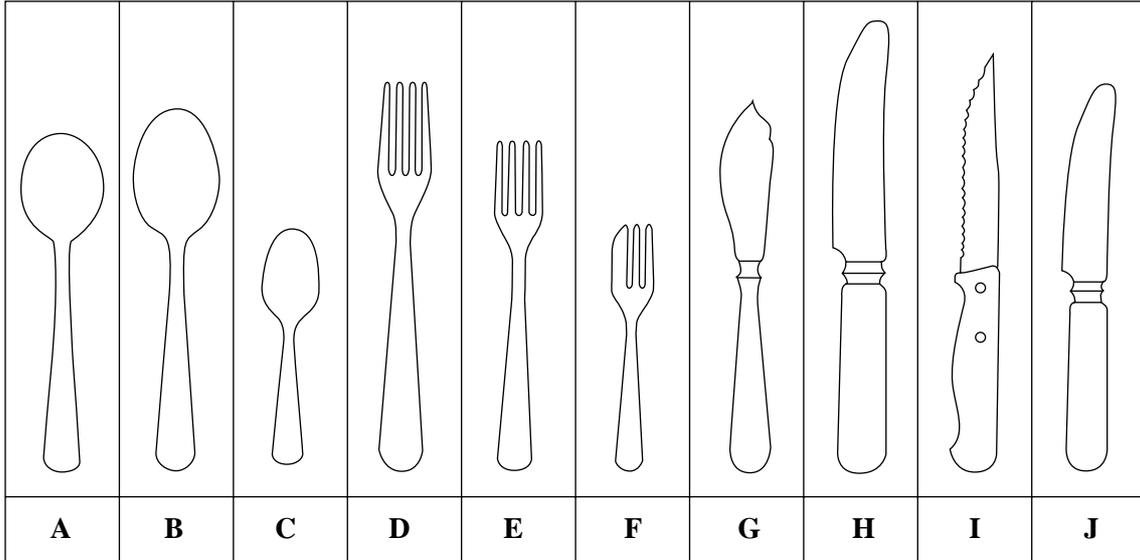
1. _____

2. _____

4 marks

SECTION B – continued
TURN OVER

Question 10

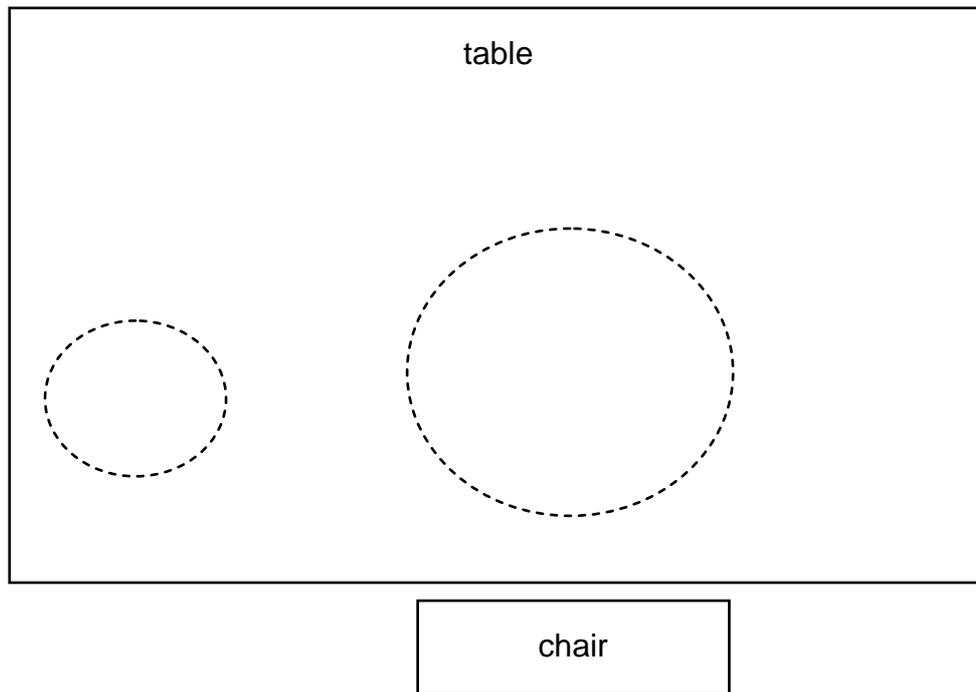


You are required to prepare the table settings for a five-course degustation menu.

- a. Select the correct cutlery to match the menu items by writing the correct letters (A–J) in the lines provided in the menu below.

Menu	
Chicken consommé with oyster mushrooms	_____
	~*~
Steamed marinated scallops with pickled ginger and braised leek	_____
	~*~
Herb-crusted lamb rump with crisp kifer potatoes, asparagus spears, baby beetroot and red wine onion confit	_____
	~*~
Caramelised figs with lemon sorbet	_____
	~*~
Handmade liqueur truffles with espresso coffee	_____
	~****~

- b. Identify where the cutlery for the degustation menu (part a.) should be placed for one setting by writing the corresponding letter in the correct position in the diagram below. The positioning of the plates has been outlined for you.



- c. Draw in where the water glass (WG), white wine (WW) and red wine (RW) glasses should be positioned in the above setting.

1 + 8 + 3 = 12 marks

Question 11

It is a busy service and you are the food runner for this occasion. As you rush to leave the kitchen another waiter is in your way and you collide with him dropping your plates of food. What are the appropriate actions required from you to rectify the service requirements?

5 marks

Question 12

A table of four guests has finished their main course and you are now required to clear the table.

- a. As the food waiter, describe the procedure of clearing the table to make ready for presenting the dessert menu.

1. _____

2. _____

3. _____

- b. Explain how to secure the cutlery to prevent it from falling during the clearing process.

- c. What is the advantage of using the three-plate clearing technique over the two-plate clearing technique for this task?

3 + 2 + 1 = 6 marks

Question 13

Explain when it is appropriate to 'crumb down' a table during service.

1 mark

Question 14

During service a guest has complained about the table wobbling. What can you do to make it stable?

2 marks

Question 15

You are coming to the end of a busy restaurant lunch service. As a waiter, what are six tasks you are responsible for completing in readiness for the evening shift in the dining room?

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

6 marks

Question 16

A guest has requested to pay the bill using a credit card.

- a.** As the waiter attending the table, list four checks you should make before processing the card for payment.

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

- b.** The cashier has processed the credit card and produced a docket for you to take to the customer at the table to finalise the transaction. List the final checks to follow when completing this task.

4 + 3 = 7 marks

Question 17

At the closing down period, identify four duties the runner would complete in the back of house area.

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

4 marks

Question 18

The hospitality industry caters to a diverse range of guests.

As a professional waiter, list one example of a typical service requirement for each client group.

The first has been provided for you.

Client group	Service opportunities
Elderly people	May recommend meal deal, early bird dinners or one-course suggestions with nonalcoholic beverages
Guests dining on their own	
Family with small children	
Small group of business people coming for lunch	
Large group of young adults celebrating	

4 marks

Question 19

When preparing sugar bowls for tea and coffee service (not individual sugar sachets), what factors should be considered? One example has been provided, give another three.

Example – variety of sugar being used is appropriate for the beverage being served

1. _____
2. _____
3. _____

3 marks

Question 20

Identify five important factors to consider when preparing a quality pot of plunger coffee.

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

5 marks

Question 21

Nonalcoholic beverages are becoming more popular. List four categories of food products you can use to make nonalcoholic beverages.

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

4 marks

Question 22

When preparing mocktails it is important to follow the recipe correctly. List two reasons why this is important.

1. _____
2. _____

2 marks