



Victorian Certificate of Education 2012

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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VCE VET HOSPITALITY

Written examination

Monday 12 November 2012

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	25	25	25
B	21	21	95
			Total 120

- 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 22 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 glass shown above would be best used when serving

- A. a blended mocktail.
- B. a soft drink with ice.
- C. freshly squeezed juice.
- D. lemon, lime and bitters.

Question 2

The quality of coffee that has been extracted is assessed visually.

What are the most appropriate visual characteristics to assess?

- A. the aroma of the coffee and the amount extracted
- B. the taste of the coffee and the colour of the crema
- C. the amount extracted, the crema and the condition of the puck/cake
- D. the amount extracted, the type of bean and the condition of the puck/cake

Question 3

Some restaurants do not accept reservations for groups.

How would this practice affect the food and beverage service?

- A. Mise en place would take less time.
- B. It would minimise the possibility of no-shows.
- C. It would reduce the number of floor staff required.
- D. The food and beverage attendant would not have to apply security procedures.

Question 4

What is the technique that is used to texturise milk?

- A. heating
- B. cooking
- C. frothing
- D. stretching

Question 5

What is lapping?

- A. using a napkin to cover food
- B. positioning a napkin for a guest
- C. lining a bread basket with a napkin
- D. folding a napkin into a particular design

Question 6

A barista performs general maintenance, preparation and cleaning of an espresso machine to

- A. maximise coffee sales.
- B. maintain staff morale during service.
- C. improve the reputation of the business.
- D. produce good-quality coffee consistently.

Question 7

In a restaurant, the floor supervisor delegates tasks to team members.

When delegating, the floor supervisor should

- A. accept the requests of team members.
- B. allow the team members to complete tasks.
- C. allocate team members to the most urgent tasks.
- D. consider only the time allocated for all tasks.

Question 8

How should a bar attendant minimise the waste of perishable garnishes?

- A. Ask the customer if they want their drink garnished.
- B. Re-use any garnishes that have been returned to the bar.
- C. Prepare only what is required for that immediate service.
- D. Prepare garnishes for the whole day and store half in the fridge.

Question 9

When restaurant staff work according to a plan/schedule, they are able to

- A. place orders in a sequence.
- B. organise tasks into a workflow.
- C. ensure that the sequence of service is followed.
- D. find out how many customers they can deal with.

Question 10

A customer knocks their glass of red wine onto the table just as they start to eat their main meal.

What should the waiter do?

- A. Use one napkin to absorb the spilt wine and place another napkin over the stain.
- B. Wait until the mains plates have been cleared, then replace the soiled tablecloth with a clean one.
- C. Ask the customer to stop eating, place a cleaning cloth and bucket near the table, and clean the tablecloth.
- D. Ask the customer to pick up their plate, remove the soiled tablecloth and place a clean tablecloth on the table.

Question 11

Which type of service requires the guest to leave their seat in order to select their food?

- A. buffet
- B. plate
- C. silver
- D. family-style

Question 12

A waiter has just taken an order for one soup of the day and one roast of the day in an à la carte restaurant.

What cutlery will the waiter need to collect for the adjustment?

- A. entree fork, dessert spoon
- B. entree fork, soup spoon
- C. soup spoon
- D. steak knife

Question 13

Why is it important to check that the espresso machine is on when setting up the coffee station for restaurant service?

- A. so that customers who arrive before service can be served promptly
- B. so that the hot water can be used to clean other pieces of equipment
- C. so that the machine has time to heat up and indicate any technical difficulties
- D. so that the service period is not delayed

Question 14

When should the food and beverage attendant clear the cruets?

- A. after entree plates have been cleared
- B. after mains plates have been cleared
- C. after dessert plates have been cleared
- D. after coffee and final drinks have been cleared

Question 15

What cutlery would the food service attendant give a customer for the dish shown above?

- A. main fork and soup spoon
- B. fish fork and soup spoon
- C. entree knife and fork
- D. main knife and fork

Question 16

Each waiter is given a 'section'.

This means a waiter is to provide food and beverage service to

- A. a group of allocated tables.
- B. all tables in the restaurant.
- C. a group of customers.
- D. tables that the waiter has selected.

Question 17

A group of diners arrives at a restaurant and there are no available tables.

It would be most appropriate to politely ask them to

- A. wait at the bar for a table to become available.
- B. look for themselves to see that there are no available tables.
- C. make a booking next time.
- D. come back in half an hour.

Question 18

At what stage should the waiting staff inform the kitchen of the customers' progress in order to prepare the next course?

- A. when the kitchen is ready
- B. when the first guest is finished
- C. when the customer asks the waiter
- D. when the previous course is finished

Question 19

In a busy cafe, the most appropriate time to present the bill is when

- A. the order has been taken.
- B. all the coffees have been served.
- C. any of the customers ask for the account.
- D. the last item ordered has been taken to the table.

Question 20

When collecting food from the kitchen, the first thing a waiter should do is

- A. check for any accompaniments and side dishes.
- B. check that the food is for the correct table.
- C. check that the food is hot on the plate.
- D. clean and wipe the edge of the plate.

Question 21

When recommending a dish to a customer, it is best to

- A. tell the customer your favourite.
- B. tell the customer to choose a special.
- C. offer a dish that the chefs like to cook.
- D. ask some questions to find out what the customer likes.

Question 22

A diabetic customer on a low GI diet, who is trying to avoid excessive fat and sugar, asks the food attendant for a recommendation from the following menu items.

Which dish should the food attendant recommend?

- A. pasta carbonara with garlic bread
- B. garlic prawns served with jasmine rice
- C. steamed whole fish with quinoa and salad
- D. hot and cold seafood platter served with fries

Question 23

The food and beverage attendant is going on a break and a handover procedure must be completed.

This involves

- A. informing the supervisor about the length of the break.
- B. informing the customers and giving them their account.
- C. asking another member of the waiting staff to watch over the section.
- D. informing the relieving member of the waiting staff where each table in their section is up to.

Question 24

Why is a customer's account regularly updated?

- A. The customer may finish their meal before the bill can be prepared.
- B. The customer may want to check what was served and at what time.
- C. This ensures that there is no delay in getting food and beverages to the table.
- D. This ensures that when the customer asks for the bill, they do not have to wait for it.

Question 25

Before texturising the milk, a barista will turn on the steam wand.

This is to

- A. check that the steam wand is working.
- B. expel water from the steam wand.
- C. warm the steam wand.
- D. clean the steam wand.

SECTION B**Instructions for Section B**

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

Question 1

A guest making a reservation may seek information from the restaurant's reservations staff.

List four examples of information they may require. An example has been provided.

menu details – menu items, ingredients, cooking methods

1. _____

2. _____

3. _____

4. _____

4 marks

Question 2

In the hospitality industry, following a **pre-service** work plan/schedule helps to maximise the efficiency of the waiting staff.

Explain, with two different examples, how efficiency is maximised.

1. _____

2. _____

2 marks

Question 3

Define the term 'pre-service workflow'.

1 mark

Question 4

There are many methods used to make quality coffee in the hospitality industry.

In the table below, list three coffee-making methods and, for each, give an example of where it would be used/served.

One example has been provided.

Coffee-making method	Where it would be used/served
<i>espresso machine</i>	<i>cafe service</i>

6 marks

Question 5

There are seven steps involved in producing and serving a hot chocolate. Below are the seven steps.

Indicate the order of the steps using the numbers 1 to 7 (1 being the first step).

Steps

Using an espresso machine, texturise and heat milk until light and foamy _____

Fill selected glass with textured milk and top with foam _____

Place on saucer with teaspoon, napkin and optional marshmallow _____

Garnish with chocolate powder or syrup _____

Place chocolate powder or syrup in selected glass, cup or mug _____

Select appropriate glass, cup or mug _____

Dissolve and mix chocolate mixture with small amount of textured milk _____

2 marks

Question 6

- a. Name each part of the post-mix machine below.



Source: www.mceverdistrib.com/post-mix-machines

1 mark

- b. Describe briefly how a post-mix machine works.

3 marks

- c. How would you clean the post-mix machine shown in **part a.**?

4 marks

Question 7

Complete the following table by providing the missing information.

Name of coffee	Amount extracted	Other ingredients	Service equipment
cappucino		$\frac{1}{3}$ textured milk foam $\frac{1}{3}$ textured hot milk sprinkle of chocolate powder	
latte			latte glass and saucer
long macchiato	60 mL		
ristretto		none	

8 marks

Question 8

Describe two different examples of teamwork in a restaurant environment.

1. _____

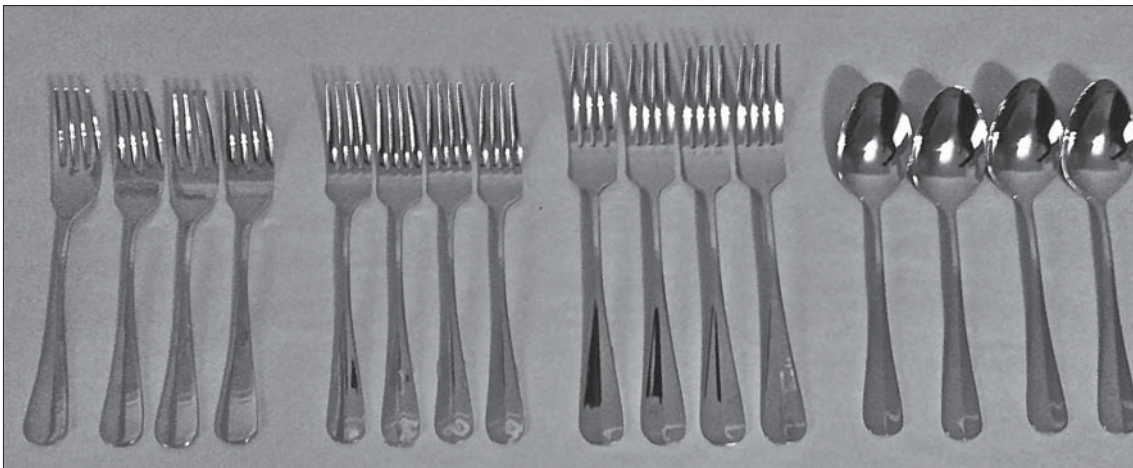
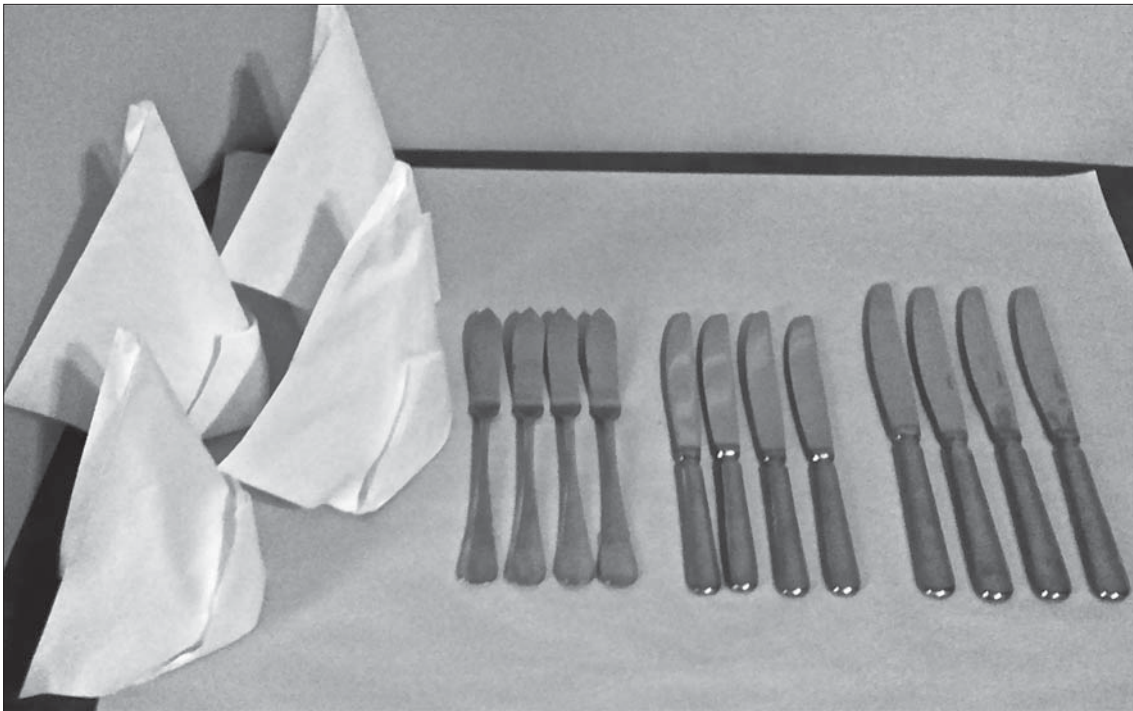
2. _____

2 marks

CONTINUES OVER PAGE

Question 9

Shown below are cutlery and other items for mise en place.



a. Select from the items shown on page 12 and draw one **à la carte** place setting in the space provided.



1 mark

b. Describe the placement of the items selected for **part a**. An example has been provided.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. *table accompaniments – vase, cruets and table number placed in the middle/corner of the table*

6 marks

c. Explain why tables are set for **à la carte** service in restaurants.

2 marks

Question 10

The floor staff have completed the table set-up for a restaurant's dinner service and there is half an hour before service commences.

Describe three additional tasks that the floor staff need to complete before the restaurant opens.

1. _____

2. _____

3. _____

3 marks

CONTINUES OVER PAGE

Question 11

The Tall Canary Menu

First course

Chicken and mushroom soup

A combination of champignons, Swiss brown mushrooms and abalone served with sliced chicken breast. Garnished with crisp croutons, bacon chips, chopped chives and cream.

Sautéed potato gnocchi in a Mediterranean sauce

Fresh tomato, capsicum, black olives and herb sauce served with shaved parmesan cheese.

Tasting plate of three delights

Warm pork belly on Chinese cabbage with chilli.

White bean fritter on tomato and red onion salad.

Ocean trout sashimi with apple and cucumber foam.

Main course

Slow-cooked chicken with a light Thai-style sauce

Served with couscous, bok choy, baby carrots and a pappadum.

Grilled sirloin of beef

Cooked to your liking with polenta triangles, wilted spinach and grilled tomato served with a red wine jus.

Baked macadamia-crust ed barramundi fillet

Served with asparagus spears, peas, tomato petals and potato cubes.

Crumbed lamb cutlets

Served with wilted spinach, potato cubes and honey-glazed carrots.

Dessert

Mocha soft-centred pudding

Served with rich chocolate sauce and Chantilly cream.

Individual Black Forest gateau

Served with black cherry glaze, chocolate shavings and cream.

Vanilla panna cotta

Served with champagne-poached pear and garnished with pastry palmiers.

- a. The menu on page 16 has been presented to a table.

Select two main course dishes and discuss, with examples, what information would assist the customers in making a selection.

1. _____

2. _____

4 marks

- b. An elderly guest is having trouble reading the menu and has asked what main course would be suitable for a coeliac.

Using the menu provided, what can the waiting staff suggest and do to assist? Explain the menu item chosen.

3 marks

Question 12

The order-taking process is the same in most establishments. The steps are shown below.

Indicate the order of the process by using the numbers 1 to 7 (1 being the first step).

Steps

Repeat the order to the guest. _____

Take the food order up to the main course. _____

Make sure the guests are ready to order. _____

Place the order with the kitchen. _____

Start taking the order left of the host, working in a clockwise direction, arriving at the host last. _____

Note any special requirements. _____

Transfer the order to a kitchen docket or computerised system. _____

2 marks

Question 13

The Blue Parrot			
Quantity	Item		Cover
1	soup		2
1	gnocchi		1
1	delights		④
	X		③
1	chicken		④
1	beef (R)		2
1	barramundi		1
1	lamb		③
Table No.: 12	Waiter: Bruce	Time: 7.36	Covers: 4

The food docket shown above has precise information recorded to assist in the preparation of the food and service.

Name and explain the purpose of five types of information recorded on the docket.

1. name _____
explanation _____
2. name _____
explanation _____
3. name _____
explanation _____
4. name _____
explanation _____
5. name _____
explanation _____

10 marks

Question 14

Service staff perform the final quality-control check when picking up the food at the pass.

Describe three checks that should be made before a dish leaves the kitchen. One example is provided.

Consistency – do the dishes look as they usually do in terms of portion size and temperature?

1. _____

2. _____

3. _____

3 marks

Question 15

Poor maintenance of the espresso machine by the barista will affect the quality of the coffee produced. Describe the cleaning procedure for the espresso machine at the end of the day.



- 1. _____

- 2. _____

- 3. _____

- 4. _____

- 5. _____

- 6. _____

- 7. _____

- 8. _____

8 marks

Question 16

There are many factors affecting the outcome of the coffee grind.

List three factors that can affect the outcome of the coffee grind and explain why.

1. factor _____
explanation _____
2. factor _____
explanation _____
3. factor _____
explanation _____

6 marks

Question 17

Customer preference impacts on what milk products an establishment will purchase for coffee-making.

List three different milk products that can be offered to customers and explain why each would be chosen.

1. milk product _____
explanation _____
2. milk product _____
explanation _____
3. milk product _____
explanation _____

6 marks

Question 18

A barista noticed that the used coffee grounds were loose and moist, and not forming the desired puck/cake that is associated with a good extraction.

Describe two actions that the barista could take to rectify the problem.

1. _____

2. _____

2 marks

Question 19

Describe two post-service tasks that must be completed by the floor staff.

1. _____

2. _____

2 marks

Question 20

Complete the steps in the process for making a pot of tea using loose-leaf tea.

1. Select an appropriately sized teapot.

2. _____

3. Add the loose-leaf tea.

4. Add boiling water.

5. _____

6. Serve the tea as required with a teacup, saucer, teaspoon, sugar, milk or lemon, and tea strainer.

2 marks

Question 21

There are several ways in which a customer may indicate, without using words, when they are ready to pay the bill.

Describe two methods a customer may use.

1. _____

2. _____

2 marks