

STUDENT NUMBER           Letter

# VCE VET HOSPITALITY

## Written examination

Thursday 12 November 2015

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	18	18	95
			Total 120

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers and one scientific calculator.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or correction fluid/tape.

#### Materials supplied

- Question and answer book of 19 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**

It is important that hospitality staff have a broad and current knowledge of food and ingredients.

This knowledge enables staff to

- A. give accurate information and advice to customers regarding food items.
- B. assist other staff members with the service they provide to customers.
- C. change the menu items daily to ensure they remain appealing.
- D. perform their job well while requiring less training.

**Question 2**

At the start of a shift, the cashier must check the cash float when it is received.

This ensures that the

- A. waiters know it is correct as it has been counted.
- B. supervisor is able to allocate tables to the cashier.
- C. cashier can give the correct amount of change to customers.
- D. cashier can take responsibility for the money and complete documentation.

**Question 3**

Creating ambience in a restaurant refers to

- A. checking guest facilities to ensure they are clean.
- B. setting up all items needed for restaurant service.
- C. preparing the dining environment to ensure a welcoming and pleasant atmosphere.
- D. the skills required for a waiter to manage multiple customers and tables.

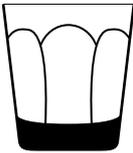
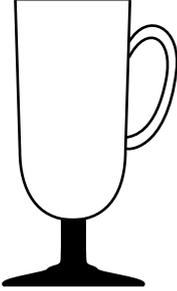
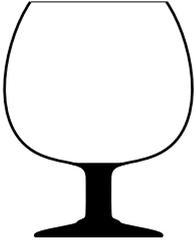
**Question 4**

In a cafe, when is the most appropriate time for a cashier to balance the cash register?

- A. when another cashier takes over
- B. before they go on their break
- C. at the end of the week
- D. at the end of service

**Question 5**

Which one of the following glasses is most appropriate for the service of a pre-dinner drink?

			
A. latte	B. Irish coffee	C. highball	D. brandy balloon

**Question 6**

Which one of the following is **not** a benefit of an electronic ordering system?

- A. increased restaurant sales
- B. a streamlined ordering process
- C. management provided with sales data
- D. customers provided with quicker service

**Question 7**

When a customer asks about a menu item, it is important to give them accurate information.

What is the most important reason for this?

- A. The customer may have specific allergies or dietary requirements.
- B. Inaccurate information reflects badly on the waiter.
- C. The customer may not enjoy their meal.
- D. It may be difficult to change the order.

**Question 8**

Which of the following cutlery selections is appropriate for a guest who has ordered an olive and capsicum tart for their entree and a curry laksa for their main course?

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

**Question 9**

The main reason for a waiter to use abbreviations when writing an order is

- A. the order is easier for the supervisor to read.
- B. the waiter spends less time writing the order.
- C. the order takes up less space on the docket.
- D. it is quicker for the cashier to process the account.

**Question 10**

A customer who is trying to lose weight has asked the waiter to recommend the best way for the fish of the day to be cooked and served in order to meet their dietary needs.

Which cooking method and accompaniment should the waiter suggest?

- A. deep-fried in beer batter with chips
- B. poached with steamed bok choy
- C. pan-fried with sautéed spinach
- D. baked with roast potatoes

**Question 11**

A coeliac customer has asked the waiter for assistance with their menu selection.

Which of the following menu items should the waiter **not** recommend to the customer?

- A. garlic prawns with rocket and rice pilaf
- B. chicken schnitzel with chips and salad
- C. poached snapper with roasted parsnip
- D. porterhouse steak with mashed peas

**Question 12**

A customer is considering ordering the chicken dish from a menu and has asked the waiter for more information on the dish.

Which one of the following would be the most appropriate response?

- A. 'It is the most popular dish on the menu.'
- B. 'It is served with a delicious sauce and vegetables.'
- C. 'The chicken is really nice, I had it myself for lunch today.'
- D. 'The chicken is served with lemon butter sauce and steamed beans.'

**Question 13**

When collecting food from the pass, the waiter should check that the

- A. order is correct and the plates are clean.
- B. plates are clean and the time of the order was taken.
- C. order is correct and the plates are clean, and note the table number.
- D. plates are clean and the order time is correct, and note the table number.

**Question 14**

Which one of the following would be classified as a condiment?

- A. jus
- B. gravy
- C. mustard
- D. bechamel sauce

**Question 15**

A piccolo latte is

- A. a small latte.
- B. an extra-large latte.
- C. a latte served in a tall, thin glass.
- D. a latte with an extra shot of coffee.

**Question 16**

During a busy lunch service, a customer informs the waiter that they do not have much time, but would like to order dessert and coffee.

Which one of the following desserts would **not** be suitable?

- A. fruit salad and cream
- B. chocolate soufflé
- C. cake of the day
- D. crème caramel

**Question 17**

When preparing a doppio, the correct coffee dosage is

- A. 3 g
- B. 7 g
- C. 10 g
- D. 14 g

**Question 18**

Once an espresso has been extracted, the barista can perform checks to assess the quality of the coffee.

What should the barista look for when examining the coffee puck?

- A. The used grounds should be fine and wet to the touch.
- B. The puck should come out easily and resemble a thick chocolate biscuit.
- C. The puck should be glossy, with some remaining water in the filter basket.
- D. The puck should be dry and crumbly, and break as it comes out of the handle.

**Question 19**

MSDS is an acronym for

- A. Material Safety Data Sheet.
- B. Material Safety Detail Supply.
- C. Mechanical Safety Data Sheet.
- D. Mechanical Safety Detail Supply.

**Question 20**

When cleaning the espresso machine after service, the barista should ensure that

- A. all metal parts are removed and scrubbed with a scourer.
- B. the steam wands are removed from the machine and cleaned.
- C. all removable parts are taken off and soaked in dishwashing liquid.
- D. milk and coffee residues are removed and surfaces are thoroughly wiped.

**Question 21**

When preparing an order of the following hot beverages, which one should be made first to ensure it reaches the customer in optimal condition?

- A. latte
- B. flat white
- C. cup of tea
- D. long macchiato

**Question 22**

The bartender notices that the blender blades are not turning correctly and a 'plastic' smell is coming from the machine.

The most appropriate action to ensure staff safety is to

- A. try to fix the problem first, then put an 'out of service' tag on the blender and inform the supervisor.
- B. empty out the ingredients, as the blender may be overfilled, then refill with fewer ingredients and test it.
- C. unplug and disassemble the blender before attempting to fix it, ensuring it is removed from the service area.
- D. unplug the blender and set it aside with an 'out of service' tag before informing co-workers and the supervisor.

**Question 23**

A bartender is processing an order for a creamy and fruity blended mocktail.

Which glass would be the most appropriate for service?

- A. wine
- B. flute
- C. colada
- D. pilsner

**Question 24**

When transporting and securing cash, every establishment has its own policy and procedure.

Which one of the following procedures is the most common?

- A. The float and cash are left in the cash register.
- B. The cashier keeps the cash with them until they finish.
- C. The cash is placed under the register counter and out of sight.
- D. The cash is balanced and then given to the supervisor or manager.

**Question 25**

What type of beverages are rosehip and chamomile?

- A. fully fermented teas
- B. herbal infusions
- C. cordials
- D. mixers

**SECTION B****Instructions for Section B**

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

**Question 1** (5 marks)

Describe five important pieces of information that a waiter needs to know before they discuss the menu with customers.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

4. \_\_\_\_\_

\_\_\_\_\_

5. \_\_\_\_\_

\_\_\_\_\_

**Question 2** (2 marks)

A customer in a cafe is unsure of what coffee to order.

Describe **two** ways in which the barista can assist the customer.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Question 3** (6 marks)

A customer asks the waiter to describe the minestrone that is listed on the specials board.

The waiter responds by saying, 'It is a chunky soup with bits and pieces in it'.

- a. Identify **two** problems with the waiter's response. 2 marks

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- b. Provide a description of minestrone soup that would be appropriate for the customer. 4 marks

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**Question 4** (6 marks)

Describe each of the following terms.

- Coffee art \_\_\_\_\_

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- Built drink \_\_\_\_\_

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- Hawthorne strainer \_\_\_\_\_

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**Question 5** (3 marks)

The order below has been placed with the kitchen.

Village Green Cafe			
Quantity	Item		Cover
1	<i>Tuna salad</i>		1
2	<i>Pumpkin soup</i>		3, 5
1	<i>Onion tart</i>		6
1	<i>Oysters Kilpatrick</i>		2
2	<i>Parmigiana</i>		1, 4
	<i>1 × chips &amp; salad</i>		
	<i>1 × chips &amp; veg</i>		
1	<i>Rump steak</i>		2
2	<i>Caesar</i>		
	<i>1 × traditional</i>		3
	<i>1 × chicken</i>		6
1	<i>Fish of the day</i>		5
<b>Table:</b> 9	<b>Waiter:</b> <i>Mary</i>	<b>Time:</b> <i>7.30 pm</i>	<b>Covers:</b> 6

- a. What information is missing from the main course order above? 1 mark

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- b. When the food and beverage attendant collects the order at the pass, they notice that both parmigianas have been served with salad.

What should the attendant do?

2 marks

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**Question 6** (7 marks)

a. Identify **two** ingredients commonly used in each of the following cuisines.

5 marks

Cuisine	Ingredients
Thai	
Indonesian	
Japanese	
Greek	
Russian	

b. Choose two of the cuisines from the table above. For each cuisine, suggest one dish that includes the ingredients you have identified.

2 marks

Cuisine 1 \_\_\_\_\_

Dish \_\_\_\_\_

Cuisine 2 \_\_\_\_\_

Dish \_\_\_\_\_

**Question 7** (4 marks)

Describe two security procedures that should be followed when handling cash.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

**Question 8** (4 marks)

What do each of the following milk texturing issues indicate?

- Large bubbles \_\_\_\_\_  
\_\_\_\_\_
- Caramelised smell \_\_\_\_\_  
\_\_\_\_\_
- Minimal foam \_\_\_\_\_  
\_\_\_\_\_
- Overflow of milk jug \_\_\_\_\_  
\_\_\_\_\_

**Question 9** (4 marks)

Describe **four** ways a barista could minimise the environmental impact of their day-to-day work.

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**Question 10** (2 marks)

A customer complains that their coffee has a chemical taste.

Suggest **two** reasons why the chemical taste may have occurred.

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Use the following information to answer Questions 11–13.

## LE CHÂTEAU RESTAURANT

### MENU

#### Entree

- Salt-and-pepper-crusted yabbies, Vietnamese coleslaw and crispy galangal strips (G, L) \$16
- Braised wagyu beef on crispy potato latkes, rich blackcurrant jus (G, N) \$18
- High-country venison and smoked bacon terrine, peach and apricot relish (G, L, N) \$18
- Middle Eastern yoghurt cheese, roasted red capsicum, lemon oil and oregano crisps (V, G, N) \$14
- Poached quail eggs, cos lettuce, anchovy dressing, croutons and grana padano (N) \$16
- Straw and shiitake mushroom steamed buns, garlic and soy dipping sauce (V, L, N) \$15

#### Main

- Tea-smoked salmon, wasabi mashed potato, ginger-marinated mushrooms with cashews (G, L) \$32
- Braised lamb shoulder, pappardelle noodles, dried roma tomatoes, roasted garlic (L, N) \$31
- Eye fillet of beef, buttered spinach, sweet potato puree, red wine glaze (G, N) \$38
- Slow-roasted wild rabbit, duck-fat roasted potatoes, steamed broad beans (G, L, N) \$32
- Caramelised onion and leek tart, rainbow carrot salad, mint chutney (V, N) \$25
- Curry laksa, sesame-encrusted tofu, snow pea shoots, tempeh strips and fresh coriander (V, G, L) \$23

#### Dessert

- Passionfruit layered coconut meringue and mango cream, lychee toffee shards (G, N) \$15
- Warm chocolate pudding filled with white chocolate and Cointreau, vanilla bean ice-cream (N) \$16
- Poached summer fruit salad parfait, rosewater syrup, baklava cigars (V, L) \$15
- Mint, lemon and blood orange champagne sorbets in a dark chocolate basket (G, V, L, N) \$14
- Individual caramelised fig and walnut tart, cinnamon sabayon foam (L) \$16

#### Key – Menu notes

V – does not contain meat

G – does not contain gluten

L – does not contain lactose

N – does not contain nuts

**Question 11** (20 marks)

Kate is on the organising committee for a school function. The owner of Le Château is on the committee and has offered the restaurant's services at a discounted rate. The 50 guests will be served a set menu and meals will be served as an alternate drop. The event will be alcohol free.

- a.** One attendee is a coeliac and another attendee has a nut allergy. There are no vegetarians attending the event.

From the menu provided on page 12, select **two** entrees, **two** mains and **two** desserts that would appeal to a wide range of guests and accommodate both special dietary requirements. Tick (✓) the box next to each of your selected dishes on the menu to indicate your response. 3 marks

- b.** Explain why an alternate drop would be appropriate for food service at this event. 2 marks

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Kate is planning to run an alcohol-free cash bar. Guests will order drinks from their waiter, who will take payment at the table. The waiter will place the drink order at the bar and, when the drinks are ready, the waiter will provide table service.

- c.** List three items of equipment the waiter will need to carry in order to provide this service. 3 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

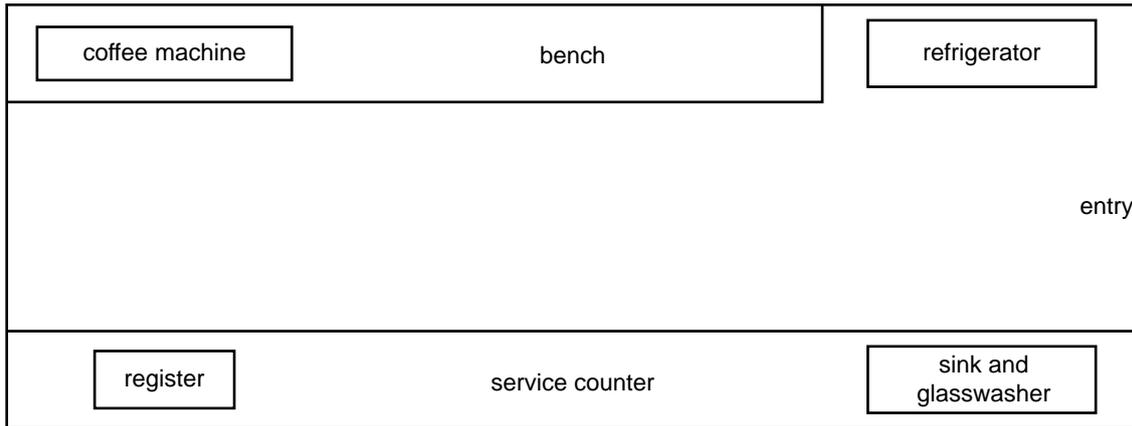
3. \_\_\_\_\_

d. i. List three items of equipment required for the appropriate setup of the bar area for the function.

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

On the diagram below, indicate where you would locate these items.

3 marks



ii. Give a reason for the placement of each item.

3 marks

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

e. Suggest and describe one non-alcoholic beverage that would be appropriate to serve at each of the following service times.

Each drink must be different. Include presentation requirements in your answer.

6 marks

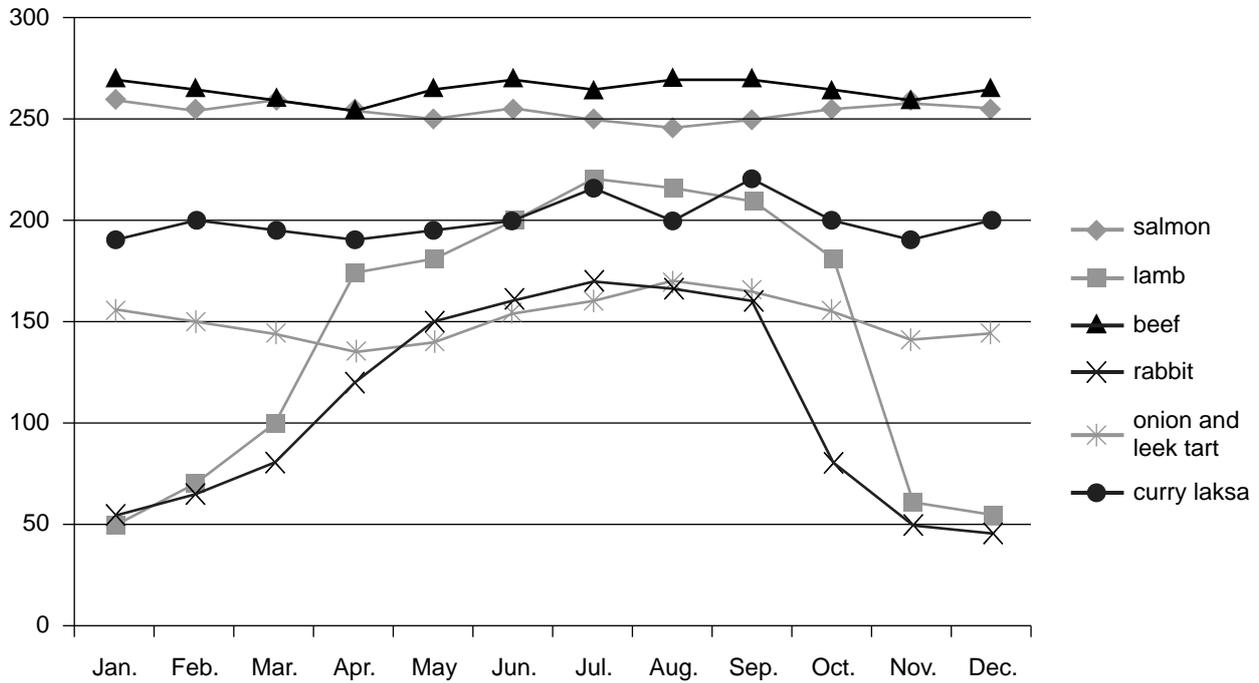
- Pre-dinner \_\_\_\_\_  
\_\_\_\_\_
- During the meal \_\_\_\_\_  
\_\_\_\_\_
- After dinner \_\_\_\_\_  
\_\_\_\_\_

**CONTINUES OVER PAGE**

**Question 12** (6 marks)

The following sales data has been compiled by the accountant for Le Château restaurant.

**Number of portions sold per month for 2014**



- a. From the graph, identify **two** main dishes that are subject to significant sales fluctuations over the year and suggest a reason for the fluctuation in each case.

2 marks

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- b. The chef is considering removing a dish from the menu from November to January, based on sales and gross profit.

Use the information below and the trends indicated on the graph on page 16 to identify the most appropriate dish to remove. Give a reason for your answer.

2 marks

Menu item	Sale price	Gross profit
salmon	\$32.00	\$24.00
lamb	\$31.00	\$23.50
beef	\$38.00	\$28.50
rabbit	\$32.00	\$23.50
onion and leek tart	\$25.00	\$19.00
curry laksa	\$23.00	\$16.50

Dish \_\_\_\_\_

Reason \_\_\_\_\_

\_\_\_\_\_

- c. The curry laksa is popular with many of Le Château's younger patrons.

Describe why the curry laksa might appeal to this group of customers. In your answer, comment on the trend shown in the graph for this dish.

2 marks

\_\_\_\_\_

\_\_\_\_\_

**Question 13** (4 marks)

After a dinner service, only a few guests remain in Le Château.

What are four tasks that the food service attendant could do to use their time efficiently until the final guests leave?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**Question 14** (5 marks)

‘Purging’ is a term used in espresso making.

- a. Explain the term ‘purging’. 1 mark

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- b. Name **two** parts of an espresso machine that need to be purged regularly. 2 marks

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- c. Select one of the parts identified in **part b.**, and explain how and why this part would need to be purged. 2 marks

Part to be purged \_\_\_\_\_

Explanation \_\_\_\_\_

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**Question 15** (6 marks)

- a. List three pieces of information that must be printed on a cash register receipt. 3 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

- b. Suggest **three** reasons why a customer might require a receipt. 3 marks

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**Question 16** (3 marks)

Describe three steps to follow when reconciling or balancing the cash register or terminal once all customer transactions have been finalised. Do **not** include security considerations in your answer.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Question 17** (3 marks)

A portable bain-marie has been used for a breakfast service. The bain-marie is not needed for the following lunch service.

Apart from hygienically cleaning the bain-marie, describe three steps the food service attendant must complete to ensure the bain-marie is handled and stored safely.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Question 18** (5 marks)

A customer made a restaurant booking online for six people at 7.30 pm. The customer received confirmation of the booking via text message. When the customer arrives at the restaurant, staff cannot find a record of their booking. The restaurant is currently full.

What action should the staff take in this situation?

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