

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Thursday 10 November 2016

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

Section	Number of questions	Number of questions to be answered	Number of marks
A	25	25	25
B	20	20	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 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

When a customer enquires about making a group booking for 10 people, there are many types of service styles that can be offered to the group.

Which of the following are the most common types of service styles offered to a small group?

- A. buffet, table d’hôte
- B. cycle menu, à la carte
- C. table d’hôte, set menu
- D. à la carte, silver service

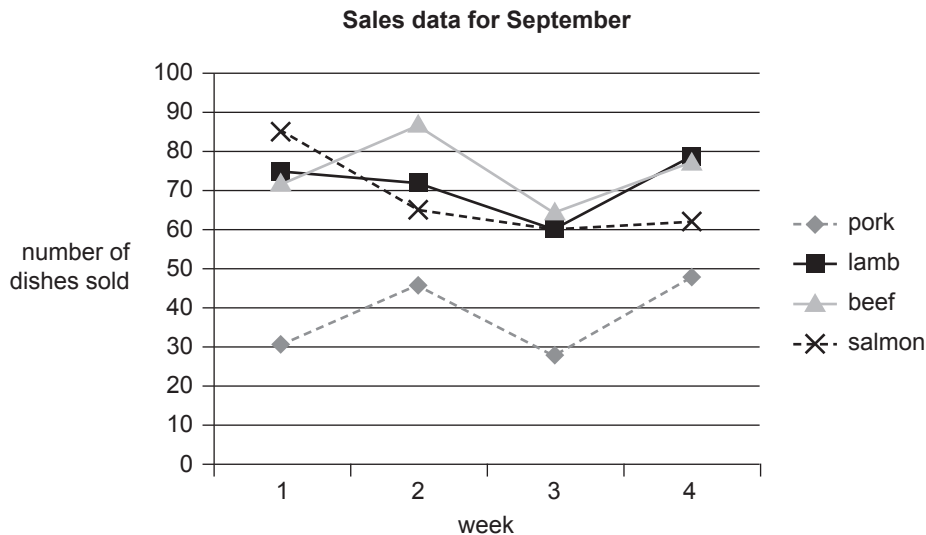
Question 2

In hospitality, a target group refers to

- A. a group of diners with a regular booking.
- B. a group or sector that a business markets to.
- C. a group or sector of clients that regularly completes customer surveys.
- D. customers who are targeted during service to encourage them to spend more.

Question 3

Sales data for four dishes for the month of September has been compiled by a restaurant’s management.



Based on the graph above, which one of the following was the most consistently popular dish?

- A. pork
- B. lamb
- C. beef
- D. salmon

Question 4

At a cafe's pre-service briefing, the chef informs the waiting staff that a sharing menu will be offered that night.

How would a waiter explain a sharing menu to the customers?

- A. A sharing menu is the same as a degustation menu.
- B. Customers at a table can order a selection of dishes to share.
- C. All tables get the same dishes and the customers at each table share with each other.
- D. Each customer at a table can order a dish and let the others taste it.

Question 5

What type of restaurant would a mango lassi be served at?

- A. Thai
- B. Indian
- C. Chinese
- D. Vietnamese

Question 6

Which one of the following is an appropriate description for a niçoise salad?

- A. bread, sliced tomato and chopped basil, dressed with olive oil and vinegar
- B. fetta cheese, diced tomato, cucumber and Spanish onion with a herb dressing
- C. chopped green apple, halved walnuts and diced celery in a creamy mayonnaise dressing
- D. potato, tuna, tomato wedges, green beans, olives, anchovy and hard-boiled egg with a vinaigrette dressing

Question 7

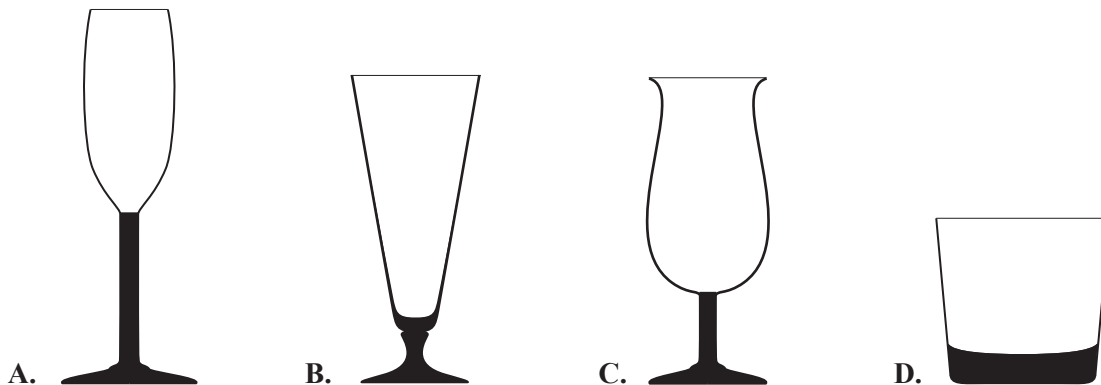
The time at which a food order is taken is recorded on electronic and manual dockets to

- A. act as a reference in case of delays.
- B. monitor the food attendant's activities.
- C. indicate to the customer when they have ordered.
- D. allow the food and beverage service to be coordinated.

Question 8

A customer has ordered a blended tropical and wild berry juice made using fresh pineapple, raspberries, blueberries and apple.

Which one of the following would be an appropriate glass for the juice?



Question 9

What equipment is required to make the popular children's drink known as a 'spider'?

- A. a glass and an ice-cream scoop
- B. a blender and an ice-cream scoop
- C. a milkshake-maker and a bar spoon
- D. a cocktail shaker, a Hawthorne strainer and a glass

Question 10

A virgin bloody mary is a common mocktail.

It contains

- A. tomato juice, lemon juice and soy sauce.
- B. orange juice, lemon juice and Worcestershire sauce.
- C. orange juice, lime juice, Worcestershire sauce and pepper.
- D. tomato juice, lemon juice, Worcestershire sauce, and salt and pepper.

Question 11

A customer has asked the waiter if their main course of garlic prawns can be served in entree size.

The most appropriate action for the waiter to take is to

- A. suggest an alternative main course that is smaller in size.
- B. ask the customer to wait while checking first with the kitchen.
- C. advise the customer that the dish is not available in entree size.
- D. accept the customer's request and advise the kitchen when placing the order.

Question 12

A customer has ordered an entree of beef carpaccio salad and a main course of pork fillet.

The cutlery required would be an

- A. entree fork, and a main knife and fork.
- B. entree fork, a steak knife and a main fork.
- C. entree knife and fork, and a main knife and fork.
- D. entree knife and fork, a steak knife and a main fork.

Question 13

A customer has informed the waiter that the meal delivered to them was not what they had ordered.

The most likely reason for this would be that the

- A. kitchen took too long to prepare the meal.
- B. correct meal was not available and was substituted.
- C. meal was not checked off against the docket at the pass.
- D. same meal was ordered by two customers at the same time.

Question 14

A table is missing one of its side orders and the side order arrives just as the customers are finishing their main course.

To acknowledge the deficiency in service, the process the waiter should follow is to

- A. immediately inform the supervisor.
- B. advise the customers that there was a problem with the side order.
- C. clear the main plates and provide new plates for the customers to finish the side order.
- D. find out why the problem occurred, apologise to the customers and inform the supervisor.

Question 15

The main courses are ready to be cleared and the waiter notices that some customers did not use their side plates and knives.

What should the waiter do?

- A. Remove all plates and cutlery from the table, and take them to the washing area.
- B. Clear used items, and return unused plates and knives to the waiters' station.
- C. Leave unused plates and knives, and take used plates and cutlery to the washing area.
- D. Leave unused plates and knives, and reset remaining settings with replacement plates and knives.

Question 16

The waiter has cleared a customer's table of the unused dipping oil that had been served with crusty bread.

Which one of the following is considered best practice for the disposal of dipping oil in order to minimise any environmental impact?

- A. Throw the oil out with the food waste.
- B. Pour the oil into a container for disposal by a waste oil collector.
- C. Pour the oil down the sink and rinse afterwards to remove residue.
- D. Soak the oil up with a paper towel and dispose of it with the food waste.

Question 17

The three parts of the coffee grinder indicated by the labels 1, 2 and 3 are the

- A. hopper, adjustment collar and dosing lever.
- B. hopper, adjustment collar and dosing chamber.
- C. adjustment collar, dosing chamber and tamper.
- D. adjustment collar, dosing chamber and dosing lever.

Question 18

Which one of the following is **not** espresso-based?

- A. chai latte
- B. flat white
- C. macchiato
- D. cappuccino

Question 19

When preparing a latte and a cappuccino, which item of equipment would be appropriate?

- A. single group head
- B. double group head
- C. single group handle
- D. double group handle

Question 20

When presenting a cafe latte in a glass to a customer, it should be presented with a

- A. parfait spoon, side plate, napkin and sugar.
- B. saucer, cocktail napkin, teaspoon and sugar.
- C. jug of warm milk, teaspoon and cocktail napkin.
- D. saucer, stirring stick, cocktail napkin and chocolate powder.

Question 21

Minimising wastage is important to maximising profitability.

How can wastage be minimised when using milk products?

- A. Mix the leftover milk with fresh milk.
- B. Re-use all milk that has been textured.
- C. Purchase cheaper milk-based products.
- D. Texture only enough milk for an order.

Question 22

A guest has ordered an Earl Grey tea and has asked the waiter what accompaniments they could have with it.

Which of the following would be the most suitable accompaniments?

- A. milk, sugar, slice of lime
- B. sugar, fresh mint leaves, milk
- C. milk, sugar, slice of lemon, honey
- D. honey, sugar, fresh ginger, slice of lemon

Question 23

Corn that has had its DNA altered is referred to as

- A. processed.
- B. snap-frozen.
- C. dried naturally.
- D. genetically modified.

Question 24

A barista could consult a Material Safety Data Sheet (MSDS) when using

- A. cleaning chemicals.
- B. espresso equipment.
- C. different types of milk.
- D. different types of coffee bean.

Question 25

Customers can use the method of tapping or waving on an EFTPOS terminal when settling an account.

Which one of the following statements accurately describes this method?

- A. It can be used with debit cards only.
- B. It requires no signature or PIN.
- C. It can be used for transactions over \$100.
- D. It can be used with credit cards only.

SECTION B

Instructions for Section B
Answer **all** questions in the spaces provided.

Question 1 (3 marks)

Describe three benefits of changing a restaurant’s menu regularly.

- 1. _____
- 2. _____
- 3. _____

Question 2 (6 marks)

It is important to conduct sensory evaluation of food items and dishes on a menu.

- a.** List three senses and explain how each can be used to evaluate food items and dishes on a menu. 3 marks

- 1. _____

- 2. _____

- 3. _____

- b.** A chef is organising a tasting session for a new menu for the food and beverage attendants.
List three opportunities this will provide the staff. 3 marks

- 1. _____

- 2. _____

- 3. _____

Question 3 (6 marks)

Explain the following terms.

- Buffet _____

- Finger food _____

- Set menu _____

Question 4 (8 marks)

The food service attendant has been asked to set up and serve from the bain-marie for the breakfast service.

The following items need to be displayed in the bain-marie: scrambled eggs, bacon, baked beans, grilled tomatoes, hash browns and sautéed mushrooms.

- a. List four tasks that the food service attendant should complete when setting up the bain-marie and servery area **before** the breakfast service starts. 4 marks

Example: Put water in the bain-marie and turn it on.

1. _____

2. _____

3. _____

4. _____

- b. List four ongoing tasks that the food service attendant should complete while working behind the bain-marie and servery area **during** the breakfast service. 4 marks

Example: Communicate with the kitchen staff to ensure resupply of food.

1. _____

2. _____

3. _____

4. _____








Question 5 (3 marks)

The following menu is for a function.

Starter: Thai beef salad

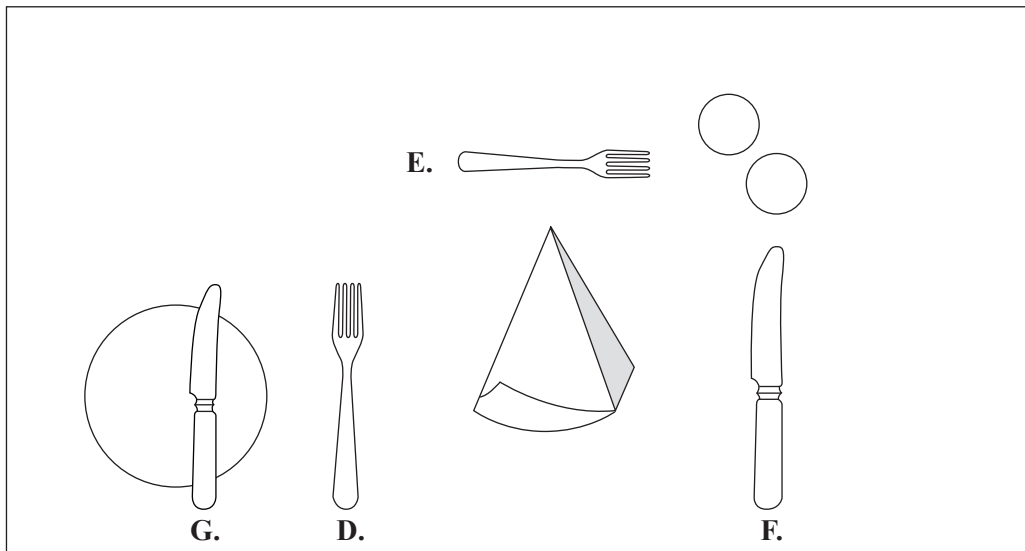
Main: chicken Wellington

Dessert: lemon tart

						
A. soup spoon	B. dessert spoon	C. teaspoon	D. main fork	E. entree fork	F. main knife	G. entree knife

The diagram below shows a partial table setting for the function.

Complete the table setting by selecting the appropriate missing items of cutlery from the list above and writing the corresponding letter in the correct position on the diagram below. You may use items more than once if required. Examples **D.**, **E.**, **F.** and **G.** have been provided.



Question 6 (2 marks)

Prior to restaurant service commencing, the cash register has some cash notes and coins in it.

What is this money known as and what is its purpose?

Question 7 (3 marks)

Shown below is a green smoothie that has been prepared using kale, fresh pineapple and coconut water, and garnished with orange.



Describe three adjustments that can be made to the green smoothie and the orange garnish shown above to improve their presentation prior to being served to a customer.

1. _____
2. _____
3. _____

Question 8 (5 marks)

A customer is considering ordering a caesar salad. The customer asks the waiter for more information about the ingredients in the dish. The customer informs the waiter that they require kosher food and they have coeliac disease.

- a.** How should the waiter describe the caesar salad? 2 marks

- b.** What advice should the waiter provide to the customer about ordering to accommodate their dietary and cultural requirements? 3 marks

Question 9 (7 marks)

A chef has developed the following main course options for a function.

Cannelloni filled with roasted red capsicum, toasted hazelnuts and buttered mushrooms

Panko-coated, deep-fried **snapper** with cucumbers, peas and lemons

Roasted breast of corn-fed **duck** with caramelised onion and candied fig stuffing

Pork tenderloin with baby spinach and maple syrup glaze

Poached **chicken** with steamed baby pak choy, and ginger and star anise broth

Four guests attending the function have specific dietary requirements.

- a. Identify the most suitable main course for each of the listed requirements. You may use the key words in bold type in the menu. 4 marks

Diabetic _____

Coeliac _____

Vegetarian _____

Pescetarian _____

- b. Explain **two** consequences of **not** addressing special dietary requirements. 2 marks

- c. Other than searching the internet, describe how information about different dietary requirements can be sourced and updated. 1 mark

Question 10 (7 marks)

At 8.00 pm, a group of four guests seated at Table 3 orders the following meals.

Guest number	Entree	Main
1	chilli prawns	chicken caesar (no anchovy)
2	pumpkin soup	Atlantic salmon
3	chargrilled calamari	chicken caesar
4	pumpkin soup	rare porterhouse

a. Complete the docket below for the order.

4 marks

Quantity	Item	Cover	
Table:	Waiter: <i>Jack</i>	Time:	Covers:

b. List three reasons why the waiter may need to verbally communicate with the chef when placing the order.

3 marks

1. _____
2. _____
3. _____

Question 11 (8 marks)

List an appropriate condiment and accompaniment for each of the following dishes.

Dish	Condiment	Accompaniment
fried fish		
sushi		
roast beef		
Indian lamb curry		

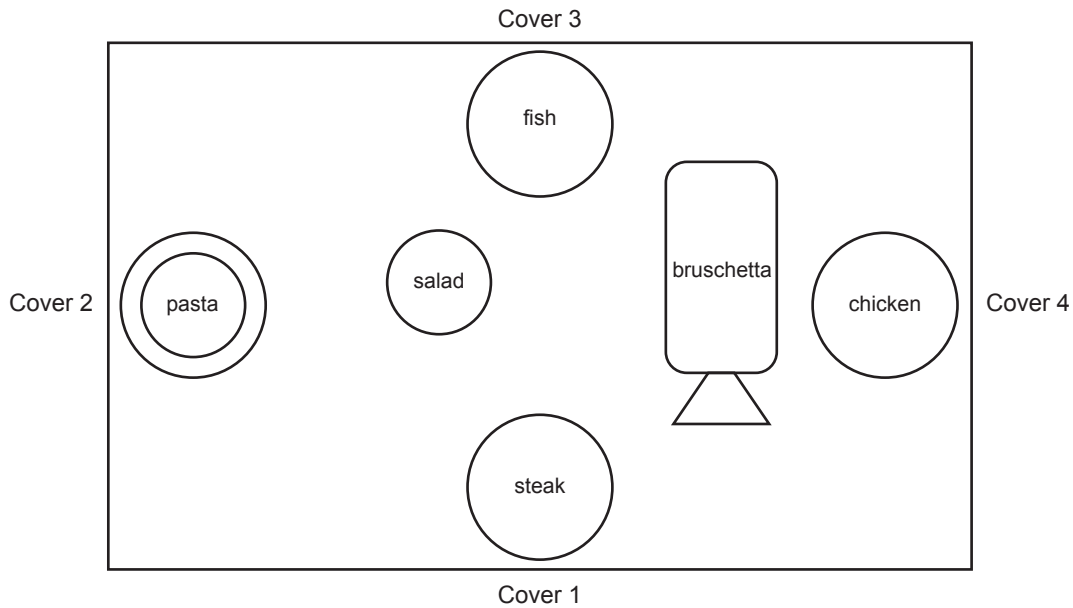
Question 12 (6 marks)

In a casual dining venue, the guests seated at the table shown in the diagram below have just finished their main course.

They enjoyed the following meals:

- Cover 1 – steak, served on a round plate
- Cover 2 – a bowl of pasta, served on an underplate
- Cover 3 – fried fish, served on a round plate
- Cover 4 – chicken, served on a round plate

The guests also shared a side salad and some bruschetta served on a bread board.



The waiter is standing next to Cover 3 and the guest asks the waiter to clear the empty plates and dishes immediately.

Where should the waiter start clearing the empty plates and dishes, and in what direction should the waiter move around the table to ensure efficiency and collect all items from the table at the same time? Provide reasons for the order indicated.

Question 13 (4 marks)

Explain two different ways the extraction rate of an espresso coffee can be evaluated.

1. _____

2. _____

Question 14 (4 marks)

Describe two methods a barista can use to monitor the temperature of the milk when texturing.

1. _____

2. _____

Question 15 (3 marks)

A waiter is delivering three coffees to a table when a customer bumps into them and some of the drinks carried in the waiter's left hand spill onto the saucers.

Identify three actions the waiter should take in this situation.

1. _____

2. _____

3. _____

Question 16 (5 marks)

A customer is interested in trying a loose-leaf tisane (herbal, floral or fruit infusion).

- a.** Suggest a tisane for the customer. 1 mark

- b.** Describe your suggested tisane from **part a.** and explain how it could benefit the customer. 2 marks

- c.** List the equipment needed to serve the tisane to the customer at the table. 2 marks

Question 17 (3 marks)

When a customer receives their bill or invoice, a tax is included.

- a.** What is the full name of this tax? 1 mark

- b.** Provide a description of this tax. 1 mark

- c.** Explain how the total amount of this tax would be calculated. 1 mark

Question 18 (3 marks)

Below is a position description for a food and beverage attendant.

Identify **three** end-of-shift tasks from the list of responsibilities given by ticking (✓) the corresponding boxes.

Position description	
Position title	Food and Beverage Attendant
Department	Food and Beverage
Reports to	Shift Manager

Position summary
To perform all front-of-house duties related to the service of food and beverage to customers, and provide a high level of customer service while following policies and procedures to ensure high standards are attained

Responsibilities

- Greet all customers in a friendly and courteous manner.
- Provide a high level of customer service.
- Effectively manage customer complaints.
- Clean equipment, and dismantle furniture if necessary and store in an appropriate area.
- Provide accurate information on menu items and beverages.
- Take customer orders.
- Provide efficient food and beverage service throughout a shift.
- Attend staff briefings.
- Maintain a safe and comfortable environment for diners.
- Follow health, safety and workplace guidelines and policies.
- Ensure workstation mise en place is completed.
- Prepare for the next service period (includes polishing glassware, resetting tables and restocking).

Question 19 (4 marks)

A cashier is balancing and reconciling all customer payments at the end of a shift.

The cash amount from the beginning of the shift has been counted and put aside. After counting the takings, there is an extra \$15.60 in cash.

- a.** Give **two** reasons why this may have occurred. 2 marks

- b.** What **two** actions should the cashier take? 2 marks

Question 20 (5 marks)

A food and beverage attendant has dropped a meal on a customer's lap. The customer is very angry.

How should the attendant respond and what actions should they take?
