

VCE VET Hospitality

Written examination – End of year

Sample questions

SECTION A – Multiple-choice questions

Question 1

It has been a busy service and the cash tray is filling up with notes.

What action should be taken?

- A. Notify a supervisor and clear the tray before the tray is full.
- B. Wait until the end of service as it will be less busy at this time.
- C. Take only credit card payments for the remainder of the service.
- D. Remove the excess notes and place them under the counter until service slows down.

Question 2

A new waiter has overcharged a customer by entering a bottle of wine rather than a glass of wine on the register. The customer has asked for their bill.

As the cashier, the best approach would be to

- A. charge the customer for the bottle of wine and hope they do not see the extra cost.
- B. charge the customer the incorrect amount and organise a refund with the supervisor.
- C. remove the bottle of wine from the customer's account and charge for the glass of wine.
- D. remove the bottle of wine from the customer's account and do not charge for the glass of wine.

Question 3

How much is the GST component of a bottle of wine priced at \$12.90?

- A. \$1.17
- B. \$1.29
- C. \$11.73
- D. \$12.00

Question 4

The most appropriate location in which to count cash takings is

- A. at reception or the host's station.
- B. a discreet area behind the bar.
- C. at the waiters' station.
- D. in a locked office.

Question 5

Which one of the following drinks would be the best choice when deciding what to prepare as a display beverage for 'Mocktail of the Day'?

- A. a mixed-juice punch, served on the rocks
- B. a berry-based mocktail, pureed with ice
- C. a lemon juice-based spritzer, topped with soda water
- D. a cranberry juice-based mocktail, shaken with ice and strained

Question 6

A bistro's standard cutlery setting for a cover is a main knife and a fork. A customer orders a salad for their entree and an Asian-style noodle soup for their main course. The customer has stated that they are unable to use chopsticks.

Which of the following is the most appropriate cutlery adjustment that would best suit the customer's meal choices?

- A. Add an entree knife and fork for the salad, and a soup spoon for the main.
- B. Remove the main knife, and add an entree fork for the salad and a soup spoon for the main.
- C. Remove the main knife, add an entree knife and fork for the salad, and a soup spoon for the main.
- D. Remove the main knife and fork, and add an entree fork for the salad and a soup spoon for the main.

Question 7

A waiter is about to clear the main course at a large table. As the waiter approaches the table, he notices that one of the guests is still eating.

What should the waiter do?

- A. Top up the water, ask the guests if they require any more drinks and check for guest satisfaction.
- B. Commence clearing as, by the time the other plates are cleared, the guest will be finished.
- C. Walk away from the table and find another task to do while the guest finishes.
- D. Clear the side plates, cruets and butter/oil dishes.

Question 8

A customer asks for a low-salt menu option.

Which of the following items would be the most suitable low-salt menu option for this customer?

- A. a chicken caesar salad
- B. a Thai-style chicken salad
- C. a mixed lettuce salad and grilled chicken
- D. a traditional Greek salad and marinated chicken

Question 9

A waiter is about to take a customer's order when the customer mentions that she likes the flavours of Mexican food.

Which of the following lists of ingredients would most likely be included in Mexican-style menu options that the waiter could suggest for this customer?

- A. tomatoes, basil and mozzarella
- B. chilli, avocado and sour cream
- C. rice, five spice and fish sauce
- D. lamb, yoghurt and rosemary

Question 10

Which one of the following best provides a sensory description of a vanilla panna cotta with a raspberry coulis and hazelnut tuile?

- A. a low-fat dessert that is high in sugar and set with gelatine
- B. a milk-based dessert with a berry puree sauce and a thin biscuit
- C. a dessert that is not suitable for customers with lactose or gluten intolerance
- D. a creamy vanilla-scented dessert with a bright-red sauce and a crunchy biscuit

SECTION B

Question 1 (4 marks)

It is an industry expectation that waiters check their sections and tables before setting them.

Suggest two checks that should be made and explain why these checks are important.

Check 1 _____

Check 2 _____

Question 2 (3 marks)

Suggest suitable alterations that should be made to the dishes listed in the first column of the table below, based on the customer allergy or intolerance given in the second column.

Dish	Allergy/intolerance	Suitable alteration
stir-fried chicken and cashews	nuts	
caprese salad	lactose	
barbecued lamb wrap with tahini sauce	sesame seeds	

Question 3 (6 marks)

Circle **one** cuisine from the options below.

Indian French Vietnamese

- a.** List three dishes that would be typical of the selected cuisine. 3 marks

Dish 1 _____

Dish 2 _____

Dish 3 _____

- b.** Identify **three** ingredients commonly used in the selected cuisine. 3 marks

Question 4 (8 marks)

Four guests are considering a restaurant’s menu and cannot decide what to order. The menu features a lamb tagine and a seafood laksa.

- a.** Give a brief description of each of the lamb tagine and seafood laksa dishes that includes the cooking method and would assist the guests in making their menu selection. 4 marks

Lamb tagine _____

Seafood laksa _____

- b.** The guests have now finished their meals.
Describe the most efficient technique for clearing the plates, bowls and cutlery from a table for four at the same time, where the guests have had a steak, a chicken roast, the lamb tagine and the seafood laksa as their main courses. 4 marks

Question 5 (4 marks)

Describe **four** important steps that should be followed to ensure that large amounts of cash are counted securely.

Question 6 (4 marks)

At the end of service, a cashier reconciles the contents of the register, but the register does not balance. The variance is negative and much larger than normally allowed.

Explain the procedures that the cashier should follow to investigate the variance and assist in resolving the discrepancy.

Question 7 (5 marks)

During a very busy dinner service, a waiter notices that one of the tables in their section has been waiting a long time for the main course.

Explain the steps the waiter should take to reassure the customers that their meals will be served as quickly as possible.

Use the following information to answer Questions 8–11.

EUCALYPTUS RESTAURANT	
MENU	
Entree	
Corn and pancetta soup, herbed croutons	\$12.00
Beef carpaccio, quail egg, cornichons, puffed rice	\$16.00
Barbecued calamari, rocket salad, lemon emulsion	\$15.00
Heirloom beetroot salad, roasted walnuts, goats' cheese	\$14.00
Main	
Scotch fillet, hand-cut potato wedges, bone marrow fritter, wilted spinach, red wine jus	\$32.00
Kangaroo fillet served medium rare, pea puree, game chips, juniper glaze	\$30.00
Steamed whole baby barramundi, wild rice timbale, gai lan, coconut dressing	\$29.00
Za'atar-crusted chicken breast, couscous and mint salad, preserved lemon dressing	\$29.00
Mushroom risotto, thyme, parmesan, pine nuts	\$25.00
Sides	
Potato mousseline	\$8.00
Rocket and pear salad	\$6.00
Asparagus with brown butter sauce	\$8.00

Question 8 (1 mark)

The manager of Eucalyptus Restaurant has asked for a suitable seafood suggestion to replace the calamari featured on the menu as one of the entree dishes. The cooking method and price point of the dish will not change.

Circle the best seafood choice for this replacement dish from the options below.

oysters pipis prawns flake abalone crayfish

Question 9 (4 marks)

A customer has asked for a description of the mushroom risotto featured on the menu as one of the main dishes.

Explain the cooking method and style of this dish in language that would be readily understood by the customer.

Question 10 (3 marks)

At the post-service debriefing for the wait staff on Saturday evening, the manager of Eucalyptus Restaurant presents the sales figures for the main courses for the past week as follows.

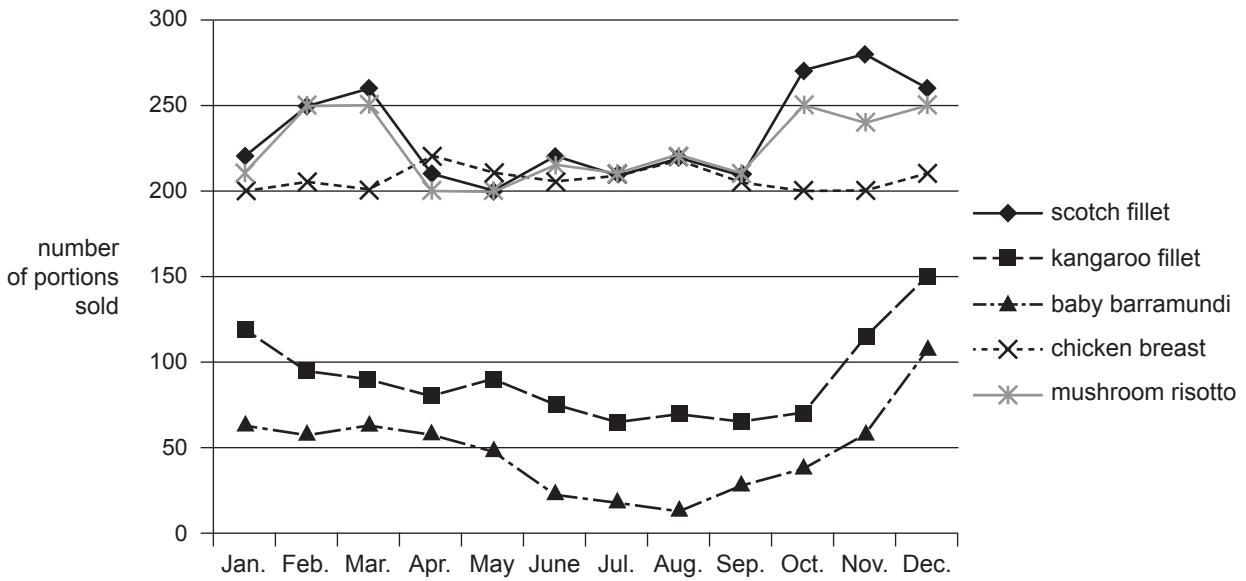
Menu item	Number of portions sold
scotch fillet	70
kangaroo fillet	24
baby barramundi	26
chicken breast	52
mushroom risotto	58

Food costs for the scotch fillet are 50 per cent or \$16.00, while for the mushroom risotto they are 12 per cent or \$3.00. The manager plans to suggest to the chef that the mushroom risotto be removed from the menu.

State whether you agree or disagree with the manager's suggestion to remove the mushroom risotto from the menu and explain why.

Question 11 (3 marks)

The following graph shows the sales figures for the main courses on Eucalyptus Restaurant’s menu during 2014.



- a. Referring to the information shown in the graph above, suggest **two** reasons for the trend in sales of baby barramundi through the year.

2 marks

- b. What does the information in the graph above suggest about the sales of chicken breast throughout the year?

1 mark

Answers to multiple-choice questions

Question	Answer
1	A
2	C
3	A
4	D
5	D
6	C
7	A
8	C
9	B
10	D