



Victorian Certificate of Education 2011

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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VCE VET HOSPITALITY

Written examination

Wednesday 16 November 2011

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 1.30 pm (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	90
			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

A plunger is used for making

- A. coffee.
- B. mocktails.
- C. smoothies.
- D. iced chocolate.

Question 2

The term 'sequence of service' refers to

- A. making a written service checklist prior to service.
- B. the steps followed when greeting and seating guests.
- C. taking and transferring the food order to the kitchen.
- D. the order of tasks required to achieve a smooth flow of service.

Question 3

The cup pictured above would be used to serve a

- A. ristretto.
- B. soy latte.
- C. skinny macchiato.
- D. skinny decaffeinated flat white.

Question 4

The bar attendant is cleaning a blender and has separated the jug from the base.



The next step to clean the base of the blender involves

- A. immersing the base in water.
- B. wiping the base down with a tea towel.
- C. wiping the base down with a clean damp cloth.
- D. running hot water over the base.

Question 5

When writing food orders in a restaurant, which information is **not** required?

- A. name of establishment
- B. time of order
- C. any dietary requirements
- D. number of covers

Question 6

The purpose of a work schedule is to

- A. give the bar staff a checklist of what stock needs to be ordered.
- B. allow the managers to collect notes on staff performance.
- C. map out the sequence of service when serving customers.
- D. communicate to staff the tasks they need to complete.

Question 7

The supervisor has requested the barista to back flush the espresso machine.

The procedure involves

- A. putting all removable components of the machine through the dishwasher, with a final rinse under the tap.
- B. using a blind filter in the group basket with the appropriate detergent to force water back into the machine.
- C. turning off the water, draining the machine of stale water and flushing with a hose.
- D. flushing out all used coffee grounds and replacing with fresh coffee grounds.

Question 8

A guest has asked for a nonalcoholic beverage that the bar attendant is unfamiliar with and is not on the venue's list.

What should the bar attendant do?

- A. apologise and ask the customer for the recipe
- B. use the enterprise standard recipe
- C. suggest a beverage with a similar name
- D. apologise and inform the guest he is unable to prepare it

Question 9

The correct names for the cloths the waiter is carrying in the picture are

- A. napkin and overlay.
- B. serviette and wine bottle neck tie.
- C. service cloth and tablecloth.
- D. plate underliner and service cloth.

Question 10

A table is set with white wine glasses and the guests order a bottle of white and a bottle of red wine to accompany their meals.

The food and beverage attendant should

- A. pour both red and white wine for each guest.
- B. pour all guests a white wine and leave the red wine bottle on the table.
- C. give each guest a red wine glass and a white wine glass and remove the unused glasses.
- D. offer each guest the choice of white or red wine and adjust the glasses accordingly.

Question 11

What environmental steps should restaurant staff complete at the end of service?

- A. dispose of animal products
- B. recycle aluminium and glass
- C. separate green waste
- D. collect serviettes and tablecloths

Question 12

To meet customer expectations, waiting staff should

- A. continually engage the table.
- B. anticipate customer experience.
- C. engage and communicate with the customer.
- D. value-add service.

Question 13

A restaurant lounge and bar area where drinks can be served is also

- A. an area where guests can be farewelled.
- B. an area where guests can pay their bill if their table is needed.
- C. used for taking guests' orders while they are waiting for a table.
- D. used for serving guests drinks while they are waiting for a table.

Question 14

Storing ground coffee in the dosing chamber for the next day

- A. prepares for the next shift.
- B. affects moisture and aroma.
- C. maintains the coffee oils.
- D. maintains quality and freshness.

Question 15

In many hospitality establishments, the main course food item is served on its own, with side dishes available in addition to the main course order.

As part of customer service, the food and beverage attendant should

- A. use their professional judgment and order a side dish that they think the customer would like.
- B. inform the customer and recommend a side dish that is appropriate for their main course.
- C. point out to the customer that the side dishes will add considerable cost to their main course.
- D. tell the customer to wait until the meal is served as the main course may be enough to eat.

Question 16

Many hospitality establishments use a Palm ordering system for taking customer orders.

How does this type of system work?

- A. The waiter prints off the order and takes it to the kitchen and bar.
- B. The order is verbally transmitted from the Palm to the chef and bar attendant.
- C. The order is recorded on the hand-held device, then is wirelessly sent to the kitchen and bar.
- D. The hand-held device is given to the kitchen and bar, and then the order is read from the screen.

Question 17

The food and beverage attendant has taken the guest's entrée and main course food order and is now required to correct the cover.

The food and beverage attendant should

- A. set and check the table to make sure everything is there.
- B. place on the table only the cutlery that is required for the first course.
- C. adjust the cutlery using a service plate to suit the specific items ordered.
- D. adjust the cutlery according to what has been ordered from the set menu.

Question 18

When a barista assesses the quality of the extracted espresso coffee, they should

- A. ensure that the crema is thick and honeycomb in colour.
- B. make sure there is no more than 45 ml of coffee.
- C. check the colour of the coffee in a demitasse glass.
- D. check for a good aroma.

Question 19

The chef informs the waiter that there will be a 20-minute delay with their table's order.

The waiter should

- A. inform the restaurant supervisor of the delay so that the attendant can offer a free beverage.
- B. inform the customer promptly about the delay and be open and honest with them.
- C. quickly order something for the customer to snack on while they wait.
- D. only inform the customer if there will be a lengthy delay.

Question 20

The main course is cooked and ready to be served but one of the guests is momentarily away from the table.

The service staff should

- A. tell the guests to let the other diner know their food is ready.
- B. keep the food warm in the kitchen and serve it when the guest returns.
- C. serve the food to the empty setting for when the guest returns.
- D. tell the kitchen they need to re-cook the food when the guest returns.

Question 21

A guest has queried the charges on their account.

In order to resolve the situation, the attendant should

- A. refer the matter to the restaurant supervisor.
- B. explain to the guest that they have made a mistake.
- C. accept the guest's word as the guest is always right.
- D. crosscheck the account items with the order dockets.

Question 22

Restaurant front-of-house staff handing over to incoming restaurant staff should

- A. ensure the time sheet has been signed.
- B. communicate how much was made in tips.
- C. ensure there is enough folded linen for the next service period.
- D. communicate information required for the following service period.

Question 23

How should the bar attendant ensure a beverage is prepared to the correct strength, taste, temperature and appearance?

- A. taste the beverage
- B. follow the enterprise standard recipe
- C. ensure it is made the same way every time
- D. ask the guest how it compares to other beverages

Question 24

In a fine dining restaurant, staff escorting guests to their table should

- A. let the guests go first and follow behind.
- B. lead the way and show guests to their table.
- C. direct them to the table and let guests make their own way.
- D. inform guests which table is theirs and escort them halfway to the table.

Question 25

Guests are greeted and seated in different ways according to the style of restaurant in order to

- A. not overcrowd the reception area of that restaurant.
- B. assist the kitchen in the preparation and service of meals.
- C. allow for the correct number of guests to be confirmed.
- D. give a good first impression of that restaurant to the customer.

Question 26

A restaurant offers a pre-theatre dinner, promising guests they will be out within an hour. This service period is fully booked and a regular booking has arrived 45 minutes early.

The attending food and beverage staff should

- A. inform them that they should have called and then seat them at another booking's table.
- B. politely ask them to wait in the lounge until the first pre-theatre booking leaves.
- C. find another restaurant that could accommodate them.
- D. suggest they come back in 45 minutes.

Question 27

During a post-service briefing the supervisor and staff would discuss

- A. the table allocation of each staff member.
- B. the specials of the day for the next shift.
- C. how many bookings there were for the shift.
- D. problems that occurred during service.

Question 28

When grinding coffee for the espresso machine, the grinder needs to be adjusted due to

- A. a change of bean type.
- B. the intended strength of the coffee.
- C. the number of coffees being produced.
- D. the different coffee type that might be produced.

Question 29

Staff in a busy coffee shop may control waste by

- A. suggesting organic dishes to the guest.
- B. encouraging guests to take home leftovers.
- C. only accepting bookings to minimise preparation.
- D. separating recyclables from food waste products.

Question 30

In a restaurant, processing a guest's account at the end of their meal involves

- A. presenting the account to the table for the host.
- B. collecting the account from the table.
- C. collecting the host's payment and providing a receipt.
- D. asking the host if they would like the account collected.

SECTION B**Instructions for Section B**

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

Question 1

Different equipment is used by a bar attendant to make a range of beverages.

Provide a safety consideration that needs to be taken into account when using each piece of equipment listed below.

Do not use the same answer more than once.

glass washer

blender

juicer

3 marks

Question 2

In the table below list two types of information needed and the skills required for each job role.

One example of the information and skill needed is given for each job role.

Job role	Information needed	Skills required
Food and beverage attendant in a café	1. <i>food specials of the day</i> 2. 3.	1. <i>plate carry</i> 2. 3.
Bar attendant in a restaurant	1. <i>product knowledge</i> 2. 3.	1. <i>selling techniques</i> 2. 3.

8 marks

Question 3

When preparing the espresso machine and coffee workstation for service, there are equipment hygiene and safety concerns a barista must be aware of.

In the table below list three pieces of equipment and/or components and outline the hygiene or safety concern for each.

Do not use the same answer more than once.

Equipment/component	Hygiene/safety concern
1.	
2.	
3.	

6 marks

Question 4

Briefly describe each of the following jobs and give two specific duties for each job.

Food and beverage attendant

Job description

Duty

1. _____

2. _____

Bar attendant

Job description

Duty

1. _____

2. _____

6 marks

Question 5

In the table below name the bar equipment or machinery that each of the problems relates to.

One example is given. Do not use the same answer more than once.

Problem	Bar equipment or machinery
Worn door seals	<i>Glass washer</i>
Gas leak	
Rising temperature	
Frayed electrical cord	

3 marks

Question 6

A number of dining room staff, including the floor supervisor, have not reported for work. There are certain duties that need to be completed before service starts. Suggest four pieces of information the floor staff need to know in order to organise a work schedule.

1. _____

2. _____

3. _____

4. _____

4 marks

Question 7

Explain how the greeting and seating of a guest can assist the efficiency of a hospitality venue.

2 marks

Question 8

Name the following knives.



4 marks

Question 9

Place a tick next to the three pre-meal facilities that are available to customers in a restaurant.

Bread service	<input type="checkbox"/>
Bar area	<input type="checkbox"/>
Iced water	<input type="checkbox"/>
Credit card facilities	<input type="checkbox"/>
Lounge area	<input type="checkbox"/>
Cloakroom	<input type="checkbox"/>

3 marks

Question 10

During each service, the food and beverage attendant needs to complete particular tasks to ensure a smooth flow of service with minimal disruption to guests.

For each stage of service given below, list three tasks the food and beverage attendant needs to complete.

Taking food order at the table

1. _____
2. _____
3. _____

On completion of the main course meals

1. _____
2. _____
3. _____

6 marks

Question 11

There is a growing trend in the contemporary hospitality industry for establishments to offer a less-structured style of dining and service to their patrons.

In such a venue a table of four has ordered a variety of dishes for their dining experience.

Dishes



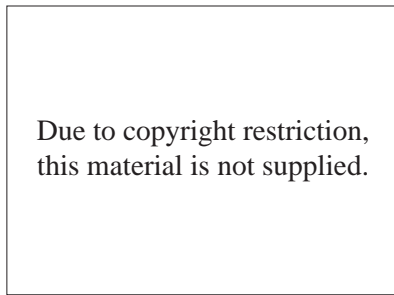
A. Prawns with feta



B. Braised octopus with skordalia



C. Beetroot salad with roasted garlic



D. Grilled vegetables with caper and parmesan sauce



E. Filo pizza with lamb and tzatziki

Service equipment



1.



2.

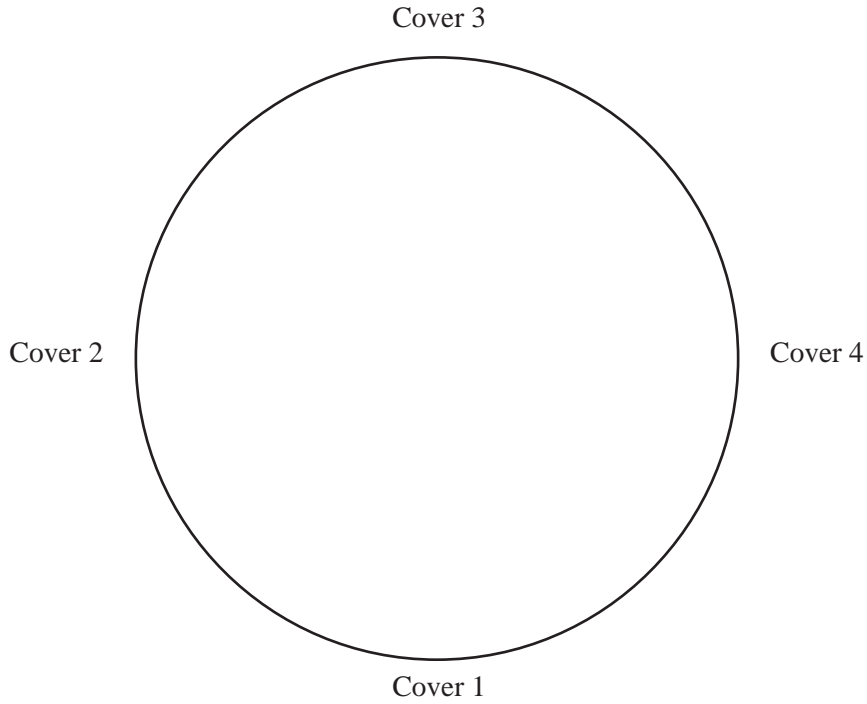


3.



4.

- a. Using the numbers of the service equipment and the letters of the dishes, set the table for the four guests and place the dishes appropriately on the table.
It is acceptable to use each number more than once.



1 mark

- b. Explain your choice of placement of the service equipment and the dishes in the above diagram.

1 mark

- c. Give three reasons for why a guest would choose this style of dining.

3 marks

Question 12



Some guests are deciding what to order from an à la carte menu for their entrée and main course. They ask the attendant what he would recommend. The food and beverage attendant says that all the dishes the kitchen makes are good.

- a. Suggest the effects the food and beverage attendant’s initial response may have on the guests’ dining experience.

2 marks

- b. How should the food and beverage attendant respond in order to assist the guests to make a selection from the menu?

2 marks

The picture above is missing the table cover/setting that should be in front of each guest.

- c. In the box below, draw the table cover/setting, suitable for two guests, for the à la carte menu.



2 marks

Question 13

Prior to the commencement of food service, it is important that the food service attendant has information about menu items and options.

The Smiling Crocodile

Entrée

Tempura squid on warm noodle salad with honey sesame dressing

or

Grilled polenta topped with mushroom ragout, a parmesan crisp and drizzled with rosemary-infused olive oil

Main

Char-grilled lamb rump served with red wine and eggplant risotto and citrus mascarpone

or

Pan-fried chicken breast with roasted red onion and linguini in tomato and basil broth

Dessert

Baked lemon and lime tart with vanilla-flavoured cream, crystallised orange and citrus syrup

or

Poached pears in white wine with baked ricotta and saffron syrup

Use the menu above to answer **parts a., b. and c.**

- a.** Name the type of menu.

1 mark

- b.** What information would a food service attendant need to know about the menu items to assist a guest? Provide two examples.

1. _____

2. _____

2 marks

- c.** Give two suggestions of how the food service attendant could promote and recommend the menu item *Char-grilled lamb rump served with red wine and eggplant risotto and citrus mascarpone* to the customer.

1. _____

2. _____

2 marks

Question 14

Waiting staff are working at a wedding function where a beverage package has been organised. The table has been set with the following glassware.



What adjustments would the waiting staff make for the beverage requests of each of the following guests?

Guest 1 – beer, white wine

Guest 2 – red wine only

Guest 3 – white wine, red wine

Guest 4 – sparkling wine, white wine, red wine

4 marks

Question 15

A table is set for à la carte service.

For the docket below, give the name and the quantity of the cutlery that must be collected to complete a cutlery adjustment.

The Striped Rose			
Quantity	Item	Cover	
2	Greek salad	1, 3	
2	Carrot soup	2, 5	
1	Oysters natural	4	
	No entree	6	
2	Roast chicken	4, 5	
2	Fillet steak (R) (MR)	1, 2	
2	Grilled whole barramundi	3, 6	
Table No: 7	Waiter: Jill	Time	Covers 6

Cutlery required	Quantity

7 marks

Question 16

What is crema on espresso coffee?

1 mark

Question 17

Describe three industry environmental practices hospitality establishments should follow.

3 marks

Question 18

A guest has requested their bill and they have noticed they have been charged twice for an item that was only ordered once.

a. Describe two actions that could have prevented the account error.

1. _____

2. _____

2 marks

b. How can the waiter address the account error to the guest's satisfaction?

1 mark

Question 19

It is important to clean all equipment before, during and at the end of each service.

Outline three cleaning requirements to maintain the post-mix equipment.

1. _____

2. _____

3. _____

3 marks

Question 20

Coffee will deteriorate quickly if not stored correctly. Tick (✓) the box for the correct storage.

a.









1 mark

b. Explain why.

1 mark






Question 21

Suggest two ways that a waiter can make a good impression when farewelling guests.

2 marks

Question 22

In the table below, write the recipe for each coffee style. A complete example is given.

Style of coffee	Recipe for coffee
Short black/Espresso 	<i>Crema</i> <i>30-35 ml espresso shot</i>
Cappuccino 	
Flat white 	
Latte/Café latte 	
Short macchiato 	

4 marks