



Victorian Certificate of Education 2013

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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VCE VET HOSPITALITY

Written examination

Thursday 7 November 2013

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	17	17	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 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

The setting shown above is for

- A. a buffet.
- B. a family.
- C. à la carte.
- D. a function.

Question 2

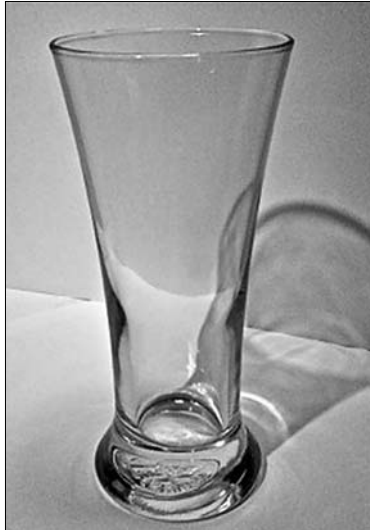
What is the most appropriate greeting for a dinner guest?

- A. Hi, do you have a reservation?
- B. Hello, do you have a reservation?
- C. Good evening, do you have a reservation?
- D. How are you? Do you have a reservation?

Question 3

What information does a restaurant need in order to confirm a guest's reservation?

- A. the number of people and a phone number
- B. the phone number of the person making the reservation
- C. the name of the person making the reservation and their phone number
- D. the date, number of people, and the phone number and name of the person making the reservation

Question 4

What type of glass is shown above?

- A. a flute
- B. a pilsner
- C. a highball
- D. an old fashioned

Question 5

Cleaning, maintaining and checking the equipment that is used in the production of beverages allows staff to

- A. keep the cost of repairs and maintenance down.
- B. produce beverages at a faster rate, therefore reducing costs.
- C. prepare a larger range of beverages to suit all customer preferences.
- D. ensure quality and consistency, and helps to extend the life of the equipment.

Question 6

Which method of cleaning a blender would meet health and safety standards?

- A. Fill a third of the blender with hot water and detergent. Turn it on for 10 seconds. Empty the blender and rinse it with hot water. Wipe the motor's base with a damp cloth.
- B. Fill a third of the blender with hot water and detergent. Turn it on for one minute. Empty the blender and rinse it. Wipe the motor's base with a dry cloth.
- C. Fill the blender with cold water and detergent. Turn it on for five minutes. Empty the blender and rinse it with hot water. Wipe the motor's base with a damp cloth.
- D. Fill the blender with hot water and detergent. Turn it on for one minute. Empty the blender and rinse it. Wipe the motor's base with a wet, soapy cloth.

Question 7

A customer has ordered a mocha cappuccino.

This would suggest that the customer has a preference for

- A. weak coffee.
- B. strong coffee.
- C. a cocoa flavour.
- D. a milky flavour.

Question 8

The milk has spilled down the side of the latte glass and onto the saucer. What should you do?

- A. Wipe the side of the glass with the cleaning cloth.
- B. Prepare the coffee again so it is served in a clean glass.
- C. Wipe the side of the glass with your hand and replace the saucer.
- D. Wipe the side of the glass with a paper towel and replace the saucer.

Question 9

A vienna coffee is best described as a

- A. hot black coffee topped with thickened cream.
- B. hot instant coffee made with powdered milk.
- C. strong black coffee with chocolate powder.
- D. cold coffee with milk and ice-cream.

Question 10

A 'job checklist' is a common term that is used in the hospitality industry.

The purpose of the checklist is to

- A. allocate tasks to staff.
- B. make better use of service time.
- C. improve the standards of service.
- D. ensure that managers can focus on other tasks.

Question 11

Which piece of information on the order docket shows that the meals have been taken from the pass?

- A. The entree items are ticked on the order.
- B. A line is drawn at an angle through the orders.
- C. The entree items are crossed out on the order docket.
- D. A line is drawn below the last entree item on the docket.

Question 12

The best reason for remembering a customer's name would be to make

- A. their hospitality experience more personal.
- B. it easier to give them the right credit card.
- C. the waiter's shift more enjoyable.
- D. it easier to get their attention.

Question 13

When taking a customer's order, it is **inappropriate** to

- A. repeat the order to the customer.
- B. write down the order, noting any special requirements.
- C. ask the customer to wait while the docket book is collected.
- D. seek clarification of any part of the order that was not understood.

Question 14

When noting a customer's special request on the food order docket, the most appropriate place to record this information is

- A. at the top of the docket.
- B. at the bottom of the docket.
- C. next to the food item and cover number concerned.
- D. on the reverse of the docket to enable detailed comments to be made.

Question 15

The responsibility of the food and beverage attendant just prior to the commencement of the service period is

- A. vacuuming the floors and cleaning the guest toilets.
- B. completing all tasks relating to the job role.
- C. checking any special requests from guests.
- D. memorising all the recipes on the menu.

Question 16

Which one of the following would be a priority just before service starts?

- A. confirming all customer bookings and special requests
- B. preparing extra crockery and cutlery in case the restaurant is busy
- C. asking the chef to pre-prepare some of the more popular menu items
- D. conducting a briefing to check specials, customer requests and table allocations

Question 17

To provide the best possible service to a customer, the food and beverage attendant must ensure that

- A. the menu is not too large.
- B. large bookings are not accepted.
- C. the sequence of service is followed.
- D. only experienced staff are employed.

Question 18

A waiter has dropped a plate of food on the polished floor in the dining area.

In order to clean up the mess in an efficient and safe way, the waiter should

- A. ask the kitchen hand to get a mop and bucket to clean up the spill.
- B. follow health and safety procedures, and clean up the mess with a napkin.
- C. place a cloth over the spill, collect the required cleaning equipment and alert the staff.
- D. ask another staff member to ensure that no-one slips in the area while the required cleaning materials are collected.

Question 19

Food and beverage attendants are often asked to assist with pre-meal services.

They could also be asked to

- A. provide bar drinks, adjust music, set tables.
- B. collect jackets/coats, escort guests to a serviced waiting area.
- C. adjust music, organise seating, set tables, polish cutlery and glassware.
- D. collect jackets/coats, provide bar drinks, organise food and drink orders.

Question 20

A customer complains that they have been waiting a long time for their meal.

The most appropriate action for the waiter to take is to apologise to the customer and

- A. offer the customer a discount on the meal.
- B. consult the chef about how long the meal will be.
- C. consult the chef about how long the meal will be, inform the customer and the supervisor.
- D. consult the chef about how long the meal will be, confirm that a discount may be offered, then inform the customer.

Question 21

After a buffet service, the bain-marie needs to be

- A. turned off, allowed to cool and then dismantled, cleaned and stored.
- B. dismantled and stored appropriately after it is cleaned thoroughly.
- C. turned off and put through the dishwasher.
- D. cooled down, cleaned and reassembled.

Question 22

In addition to the main course, many restaurants offer side dishes at an additional cost.

Which one of the following would be classified as a side dish?

- A. parmesan and rocket salad
- B. horseradish cream
- C. hollandaise sauce
- D. chilli jam

Question 23

What is missing from the side dish shown above?

- A. condiments
- B. service cutlery
- C. service cloth
- D. under plate

Question 24

Many restaurants are implementing environmental initiatives.

What can **staff** do to support a restaurant's environmental initiatives?

- A. Purchase water-saving dishwashers.
- B. Recycle organic waste, plastics and glass.
- C. Rationalise the roster to generate cost savings.
- D. Install light-emitting diode (LED) and halogen light globes.

Question 25

A handover during service will ensure that

- A. incoming staff know the status of tables and the tasks to be completed.
- B. the supervisor knows what is going on and will inform the customers.
- C. customers are given their correct belongings before staff leave.
- D. the chef is aware of outstanding orders.

SECTION B**Instructions for Section B**

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

Question 1 (4 marks)

The restaurant's phone is ringing as a customer arrives and a waiter approaches the host with a question. Describe, in order of priority, what the host should do.

- priority 1

- priority 2

- priority 3

- priority 4

Question 2 (2 marks)

Food service follows a sequence. The steps of this sequence are shown below.

Indicate the order of the sequence using the numbers 1 to 9 (1 being the first step). Number 5 has been completed for you.

Food service sequence	Step
Clear the side plates and butter dishes.	
Clear the main course.	
Ask the customer if they are satisfied with the meal.	
Serve the main course.	
Offer the dessert menu, explaining variations and specials.	5
Correct the covers.	
Take the dessert order.	
Serve the dessert.	
Transfer the dessert order to the kitchen.	

Question 3 (5 marks)

Guests have expressed the following concerns about their drinks.

In each case, suggest a reason for the issue and identify the equipment that is likely to be the cause.

- The ice in their drinks has melted quickly.

- The mineral water from the fridge is warm.

- The espresso coffee is taking too long to extract.

- The post-mix cola lacks flavour.

- The fruit in their blended drinks is very lumpy.

Question 4 (9 marks)**The Flossy Aussie****Non-alcoholic drink list****Dairy**

Spiders – strawberry, chocolate, spearmint, blue heaven

Milkshakes – strawberry, chocolate, spearmint, blue heaven

Fruit

Freshly squeezed juices – orange, apple, strawberry, pineapple

Spicy virgin bloody mary – tomato juice and spices

Virgin daiquiri – lemon and lime

Virgin cosmo – cranberry juice

13th peach fruit crush

Cinderella – pineapple and orange juice

Virgin pina colada – pineapple and coconut

Soft

Cola, lemonade, lemon squash, orange

Lemon lime and bitters

Sparkling and non-sparkling mineral water

Iced tea

Claytons and dry

Shirley Temple

A large family is dining in a restaurant. They do not consume alcohol and have asked the service staff to suggest a drink from the non-alcoholic drink list shown on page 10.

- a. Suggest a suitable mixed drink or mocktail for each group in the table below. In the space provided, explain why the drink would be suitable and describe how the drink could be made. 6 marks

	Why the drink is suitable	How the drink could be made
Children		
Adults		

- b. Serving drinks in appropriate glassware with an appropriate garnish is important for a guest to have a positive experience.

Select **three** different drinks, **one** each from Dairy, Fruit and Soft, from the list on page 10 and describe how each would be presented and garnished. Each presentation should be distinctly different.

3 marks

Question 5 (4 marks)

Customers are becoming more discerning about their coffee and how it is prepared and served. Describe four different customer preferences that a barista may encounter.

1. _____
2. _____
3. _____
4. _____

Question 6 (8 marks)

Customers have ordered the following drinks.

In the table below, number each coffee in the order in which it would be prepared and explain why this is so.

Coffee	Order of preparation	Explanation
short macchiato		
long black		
ristretto		
iced coffee		

Question 7 (2 marks)

Job roles are important for the food and beverage service team.

- a. Which staff member allocates sections and tables to a waiter? 1 mark

- b. How is a waiter's workload determined for a service period? 1 mark

Question 8 (5 marks)

What are five sequential tasks that a waiter completes after the guests are seated and before taking the food order at the table?

1. _____
2. _____
3. _____
4. _____
5. _____

Question 9 (9 marks)

Jo is a bar attendant in a busy, mid-sized city bar attached to a restaurant.

- a.** List **three** pre-service tasks that Jo would need to perform before the business opens. 3 marks

- b.** List **three** tasks that Jo would complete during service. 3 marks

- c.** List **three** tasks that Jo would complete when closing down the bar for the evening. 3 marks

Question 10 (24 marks)**List of food items****Entree**

- tapas vegetable plate (a selection of local seasonal vegetables prepared with a contemporary touch) (V)
- pepper-crusting kangaroo with braised wild mushrooms and red wine jus
- steamed ocean trout fillet on a bed of cucumber and pickled vegetable salad with wasabi
- pressed terrine of rabbit with smoked eel, foie gras, green asparagus and zucchini blossoms
- potato, goat's cheese and aubergine roulade, pesto and slow-roasted tomatoes (N, L)
- prosciutto-wrapped Murray River prawns dressed with a basil-flavoured tapenade
- roasted mushrooms stuffed with English spinach and low-fat ricotta (L)
- chicken livers wrapped in bacon
- pork belly with a pork croquette and star anise (C)
- smoked eggplant with onion and thyme (V)

Main course

- grass-fed scotch fillet with rainbow chard, cep mushrooms, and a smoked bone marrow and red wine sauce
- roasted breast and leg of crispy-skin chicken with sweet corn, leeks and tarragon jus
- seared whole baby salmon with white asparagus, herb farfalle and tomato fondue (C)
- roasted fillet of pork with dukkah-crusting rib, harissa, aubergine and romesco sauce
- celery and blue cheese risotto, blue cheese foam, celery leaf salad (L)
- pan-fried barramundi garnished with cheese-stuffed zucchini flower fritters served with tomato salad (C, L)
- double-cooked beef cheek served with chunky smoked aubergine and tomato salsa
- gnocchi romaine with wild mushroom ragout and steamed spinach, garnished with toasted walnuts and parmesan foam (C, N)
- crumbed lamb cutlets served with wilted spinach, potato cubes and honey-glazed carrots (C)
- ginger tofu stir-fry with asparagus and snow peas (V)

Side dishes

- roasted asparagus and crispy parmesan cheese (L)
- aubergine caviar
- eggplant chips (V)
- baby bok choy with cashews (N, V)
- blanched cabbage with butter and caraway
- braised brussels sprouts with black bean garlic sauce (V)

Key – Dietary requirements

N – not suitable for nut allergies

C – not suitable for coeliacs

L – not suitable for lactose intolerances

V – suitable for vegans

The guests at a table have some dietary requirements. Cover 1 is a vegan, cover 2 is a coeliac and cover 4 does not eat red meat, poultry or game.

- a. Create a menu using the list of food items on page 14. The menu must contain five entrees, five main courses and three side dishes. The menu must be suitable for the guests at the table. Tick (✓) **five** entrees, **five** main courses and **three** side dishes on the list on page 14 to indicate your choices. 3 marks

- b. Circle the key words for each selected dish on page 14 to be used when taking orders. 3 marks

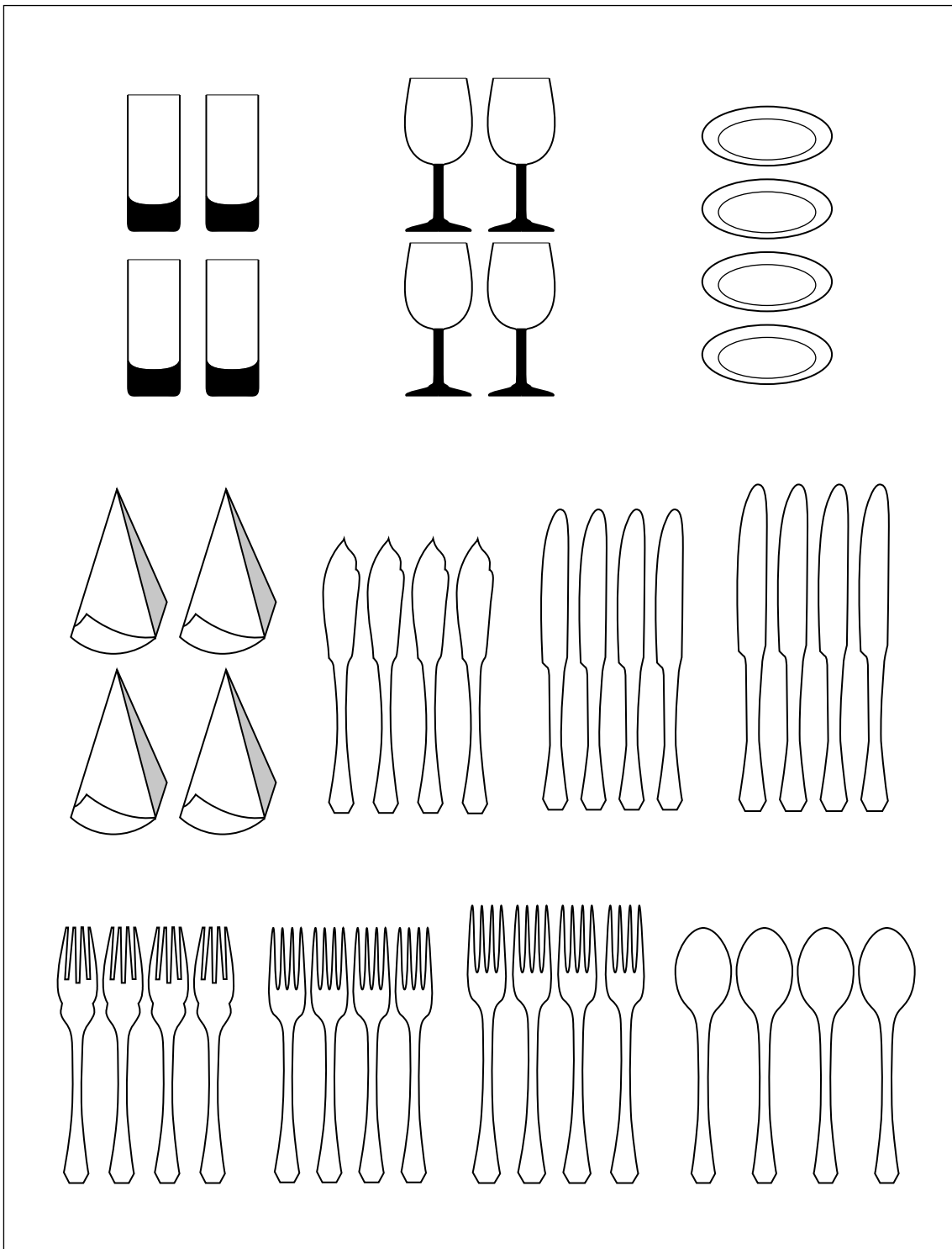
- c. Complete the following order docket for the table of four, based on the menu that you have created using your selected key words. Each guest must have **two** courses and the table should have at least **two** different side dishes. 9 marks

The Flossy Aussie			
<i>Quantity</i>	<i>Item</i>	<i>Cover</i>	
Table: <i>1</i>	Waiter: <i>Bruce</i>	Time: <i>7.00 pm</i>	Covers: <i>4</i>

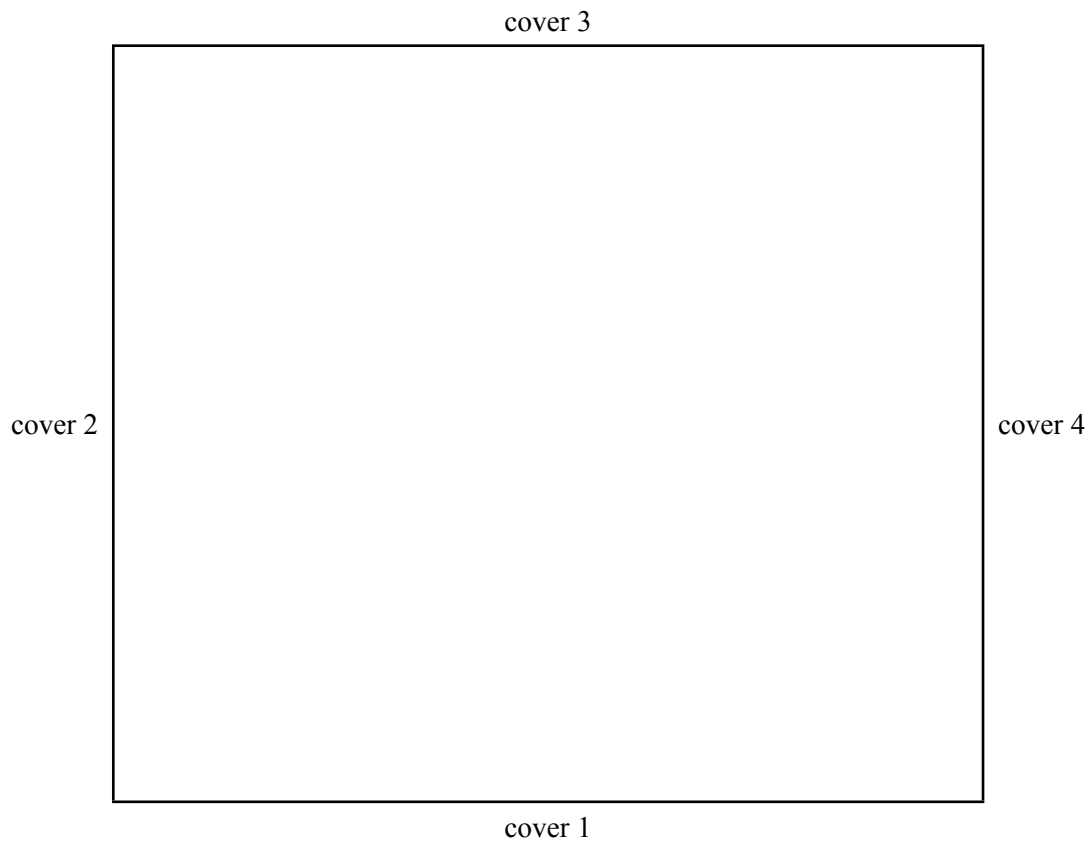
- d. Draw and label the cutlery and basic glassware for an à la carte setting. You will need only the cover for cover 1. 5 marks



cover 1



- e. Working from your docket in **part c.**, select cutlery from the pictures on page 16, and draw and label the required entree and main course cutlery for each cover in the space provided below. 4 marks



Question 11 (8 marks)

The service period is unpredictable and sometimes does not run according to plan.

Explain two actions the service staff would take in the following situations.

- guests of a large booking are arriving at different times

1. _____

2. _____

- bookings have arrived late

1. _____

2. _____

- children are running around the dining room

1. _____

2. _____

- the restaurant is fully booked and two guests walk in without a booking

1. _____

2. _____

Question 12 (3 marks)

A large group of customers wants to pay individually for their meals. The restaurant has a policy of not splitting bills.

Describe three actions the waiter could take to assist the group and still follow the restaurant's policy.

1. _____
2. _____
3. _____

Question 13 (3 marks)

In restaurants today, it is very common to be offered a sharing menu, whereby a selection of dishes are ordered for the table to share.

Describe three possible disadvantages of this arrangement.

1. _____
2. _____
3. _____

Question 14 (3 marks)

Explain the process of 'crumbing down'.

Question 15 (2 marks)

There are seven steps to follow when preparing a long macchiato.

In the table below, indicate the order of the steps using the numbers 1 to 7 (1 being the first step).

Step 4 has been provided.



	Step
Use an espresso machine to texturise and heat the milk	
Place on a saucer with a teaspoon and sugar sachets	
Select an appropriate glass, mug or cup and place under the group basket	
Fill one-third of a cup or glass with hot water	4
Place a teaspoon of textured milk and foam in the centre of the drink	
Extract espresso using the double group handle	
Fill the double group handle with coffee and tamp	

Question 16 (2 marks)

Suggest **two** gestures that would leave a positive last impression on a guest.

Question 17 (2 marks)

Provide two reasons why a post-service briefing is carried out.

1. _____
2. _____