

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Thursday 6 November 2014

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 | 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 18 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

In a traditional restaurant setting, the role of the sommelier is to

- A. make beverages.
- B. take food to guests' tables.
- C. oversee the restaurant's service.
- D. provide advice on wine selection.

Question 2

A common type of coffee bean used in the making of espresso is

- A. Caro.
- B. Ceylon.
- C. arabica.
- D. espresso.

Question 3

A waiter is setting tables at a function centre. The supervisor asks him to fold the napkins in the style that will add the most height to the table setting.

Which one of the following napkin folds would be most appropriate to meet the supervisor's request?

- A. envelope
- B. bistro
- C. sail
- D. fan

Question 4

The bar attendant is preparing a number of garnishes.

Which one of the following garnishes should **not** be prepared until the drink order arrives at the bar?

- A. mint leaves
- B. sliced apple
- C. sliced lemon
- D. strawberry fan

Question 5

Many menus offer a range of side dishes, which are ordered separately from the main course.

When taking orders, it is the waiter's responsibility to

- A. explain the side dishes to the customer and recommend an appropriate side dish for their main course.
- B. wait until the meal is served, as the customer may think that the main course will be enough food.
- C. inform the customer that the side dishes will add considerable cost and volume to their meal.
- D. use their professional judgment and order something they think the customer will like.

Question 6

A customer requests a non-alcoholic drink that is low in sugar.

Which one of the following drinks is the most suitable for this customer?

- A. orange juice
- B. lemon squash
- C. lemon, lime and bitters
- D. lemon juice and soda water

Question 7

When is the most appropriate time to adjust entree cutlery?

- A. as the guests are being seated
- B. when the entrees are ready to be served
- C. after the order has been taken and sent to the kitchen
- D. after the order has been taken, but before it is sent to the kitchen

Question 8

To 'upsell', a waiter could suggest that a customer

- A. has more complimentary water and bread.
- B. orders a range of side dishes to share.
- C. orders another bottle of wine when the first is almost finished.
- D. considers choosing a wagyu fillet over a porterhouse steak.

Question 9

A customer has ordered an entree of soup and a main course of steak.

In an à la carte setting, which is the most appropriate cutlery adjustment to make in order to accommodate their selection?

- A. Add a soup spoon to the setting.
- B. Add a soup spoon and a steak knife to the setting.
- C. Remove the main knife, and add a soup spoon and a steak knife.
- D. Remove the main knife and fork, and add a soup spoon and a steak knife and fork.

Question 10

An experienced waiter has been assigned a section of the restaurant. A new waiter is working in the next section and is not keeping up with guests' requirements.

What is the most appropriate course of action for the experienced waiter to take?

- A. Take over the new waiter's section.
- B. Tell the kitchen to slow down service.
- C. Focus on guest satisfaction in their own section.
- D. Tell the supervisor that the new waiter is not coping.

Question 11

A waiter has been informed by the kitchen staff that there will be a 20-minute delay for one of the menu items ordered.

What should the waiter do first?

- A. Report the delay to the supervisor.
- B. Ask the supervisor to inform the customer.
- C. Tell the chef that the delay is not acceptable.
- D. Inform the customer and apologise for the delay.

Question 12

After serving the main course, what should the waiter do?

- A. Check and adjust the cutlery.
- B. Check customer satisfaction.
- C. Remove the cruets and butter.
- D. Tidy and crumb down the table.

Question 13

A restaurant offers a pre-theatre dinner service from 6.00 pm to 7.00 pm. The pre-theatre dinner service promises that guests will be out of the restaurant within an hour. This evening, the pre-theatre dinner service is fully booked. A regular customer with a dinner booking for 7.15 pm arrives 45 minutes early at 6.30 pm.

As the person greeting the customer, you should

- A. ask the customer to go for a walk and come back in 45 minutes.
- B. phone around and find another restaurant that can accommodate the booking.
- C. politely ask the customer to wait in the foyer until the first pre-theatre booking leaves.
- D. seat the customer at a table reserved for a pre-theatre dinner booking that has not arrived yet.

Question 14

The table is set for a three-course set menu, including dessert.

At what stage is it appropriate to move the dessert cutlery down?

- A. after the water is poured
- B. as soon as the guest sits down
- C. after the side plates have been cleared
- D. when the waiter places the dessert on the table

Question 15

A barista notices that the espresso machine is extracting at a rate of 15 seconds for a 30 mL espresso. This may indicate that the grind is

- A. coarse and tamped too loosely.
- B. coarse and tamped too firmly.
- C. fine and tamped too loosely.
- D. fine and tamped too firmly.

Question 16

Which one of the following beverages is the most suitable to suggest as an after-dinner drink?

- A. vienna coffee
- B. Claytons and dry
- C. lemon, lime and bitters
- D. non-alcoholic sparkling wine

Question 17

When a thermometer is not available, the barista can check the temperature of the milk during the texturing process by

- A. heating the milk until a strong smell rises from the jug.
- B. watching the milk closely as it steams, until large bubbles form.
- C. heating the milk until a high-pitched sound is heard from the jug.
- D. placing their free hand on the bottom of the jug until the jug is hot to the touch.

Question 18

After texturing the milk, the barista will purge the steam wand to

- A. sanitise it.
- B. expel milk.
- C. expel water.
- D. cool it down.

Question 19

The cash float is best described as the amount of cash in the register

- A. at any time during service.
- B. prior to commencing service.
- C. including credit card and EFTPOS payments, and vouchers.
- D. before balancing the cash register at the end of service.

Question 20

An espresso coffee served over ice-cream is called

- A. a mocha.
- B. a frappé.
- C. an affogato.
- D. a macchiato.

Question 21

When the lunch service is finished, the waiting staff set up for an evening cocktail function. The most appropriate adjustment of the tables and chairs for this style of function is to

- A. fold down and move most of them to the storage area.
- B. stack them by the bar area at the back of the restaurant.
- C. fold down and move all of them to the storage area.
- D. place them around the sides of the restaurant.

Question 22

Tea and plunger coffee will be served at an evening wedding. A waiter is responsible for filling the portable urn and turning it on.

When should the urn be turned on?

- A. when the waiter has time
- B. just before the guests arrive
- C. as soon as the waiter's shift starts
- D. five minutes before the end of service

Question 23

Which one of the following is an example of an unfermented tea?

- A. chai
- B. green
- C. oolong
- D. Earl Grey

Question 24

Milk should be offered with which one of the following teas?

- A. Chinese
- B. chamomile
- C. Darjeeling
- D. peppermint

Question 25

A debriefing is held to

- A. allocate the shifts for the next service.
- B. review the service just completed.
- C. count the cash takings.
- D. restock the bar.

SECTION B**Instructions for Section B**

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

Question 1 (6 marks)

- a. List **three** topics that the chef would be likely to discuss in a pre-service briefing for front-of-house staff.

3 marks

- b. List **three** topics that the food and beverage supervisor would be likely to discuss in a pre-service briefing for front-of-house staff.

3 marks

Question 2 (6 marks)

The table below shows some items required when completing the mise en place for the espresso machine and workstation.

State where each item would most likely be placed and explain why. An example has been provided.

| Item | Location and explanation |
|---|--|
| chocolate shaker, sugar sachets, marshmallows | <i>near the coffee machine, within easy reach to allow for efficient service</i> |
| fresh milk | |
| coffee cups and glasses | |
| coffee beans | |

Question 3 (4 marks)

Identify **four** mise en place tasks that should be completed before service. Do **not** refer to cleaning tasks, bar/coffee station set-up or attending a pre-service briefing.

Question 4 (5 marks)

Identify the items required for an à la carte cover and describe the placement of these on the table. An example has been provided.

Main fork, positioned to the left of the cover, approximately 2 cm from the bottom edge of the table

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

Question 5 (6 marks)

Explain the following beverage and food service terms.

- Aperitif _____

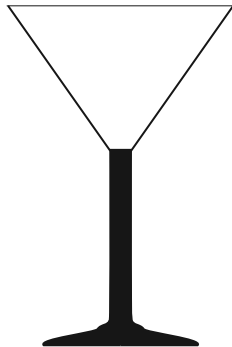
- Latte _____

- Service gear _____

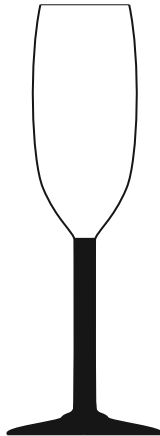
Question 6 (8 marks)

a. Identify and label each glass pictured below.

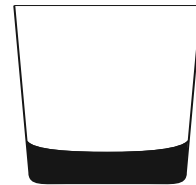
3 marks



Glass 1



Glass 2



Glass 3

Name _____

Name _____

Name _____

b. In the table below, tick (✓) a box to show the most suitable drink option for each of the glasses shown in **part a**.

3 marks

| Glass 1 | Glass 2 | Glass 3 |
|--|---|---|
| <input type="checkbox"/> smoothie | <input type="checkbox"/> soft drink | <input type="checkbox"/> iced chocolate |
| <input type="checkbox"/> lime frappé | <input type="checkbox"/> non-alcoholic sparkling wine | <input type="checkbox"/> milkshake |
| <input type="checkbox"/> lemon, lime and bitters | <input type="checkbox"/> spider | <input type="checkbox"/> fruit juice |

c. Describe the process of ‘frosting’ Glass 1.

2 marks

Question 7 (7 marks)

A bartender has received an order for an iced coffee.

- a. Other than the coffee, list all ingredients. (Quantities are **not** required.) 1 mark

- b. Describe the most efficient method of preparation for an iced coffee that will be made from previously prepared and cooled espresso. (Quantities are **not** required.) An example has been provided. 4 marks

Step 1 Select a clean glass suitable for an iced coffee. The glass must be chilled to ensure the ingredients remain cold.

Step 2 _____

Step 3 _____

Step 4 _____

Step 5 _____

- c. Other than a glass, identify the appropriate service requirements for an iced coffee. 2 marks

CONTINUES OVER PAGE

Use the following information to answer Questions 8–10.

EUCALYPTUS RESTAURANT

MENU

Entree

Corn and pancetta soup, herbed croutons
Beef carpaccio, quail egg, cornichons, puffed rice
Barbecued calamari, rocket salad, lemon emulsion
Heirloom beetroot salad, roasted walnuts, goats' cheese

Main

Scotch fillet, hand-cut potato wedges, bone marrow fritter, wilted spinach, red wine jus
Kangaroo fillet served medium rare, pea puree, game chips, juniper glaze
Steamed whole baby barramundi, wild rice timbale, gai lan, laksa sauce
Za'atar-crusted chicken breast, couscous and mint salad, preserved lemon dressing
Mushroom risotto, thyme, parmesan, pine nuts

Sides

Potato mousseline
Rocket and pear salad
Asparagus with brown butter sauce

Question 8 (2 marks)

A customer wishes to order the kangaroo fillet cooked 'well done'.

What advice should the waiter give the customer regarding this request?

Question 9 (8 marks)

Referring to the menu provided on page 12, choose an entree and a main dish that would **not** be suitable for customers with the following dietary concerns. Explain why these choices would be unsuitable for each dietary concern.

- Lactose intolerant

Entree _____

Main _____

Explanation _____

- Nut allergy

Entree _____

Main _____

Explanation _____

- Coeliac (gluten intolerant)

Entree _____

Main _____

Explanation _____

- Seafood allergy

Entree _____

Main _____

Explanation _____

Question 10 (14 marks)

At 7.30 pm, a group of four guests seated at table 9 order the following meals.

| Cover number | Entree | Main |
|--------------|----------------|--------------------|
| 1 | beef carpaccio | rare Scotch fillet |
| 2 | beetroot salad | barramundi |
| 3 | soup | risotto |
| 4 | calamari | risotto |

a. Complete the following docket for the order.

4 marks

| Eucalyptus Restaurant | | | |
|-----------------------|--------------------------------|--------------|----------------|
| Quantity | Item | Cover | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Table: | Waiter: <i>Chris</i> | Time: | Covers: |

b. Cover number 3 asks you to recommend a side dish to complement their order.

What side dish would you **not** recommend and why?

2 marks

- c. The settings on all tables in the Eucalyptus Restaurant are à la carte.

Referring to the orders placed by the four guests, describe the appropriate cutlery adjustments that would be required.

8 marks

| Cover number | Cutlery adjustment required |
|--------------|-----------------------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |

Question 11 (3 marks)

A customer has pre-ordered two espresso coffees. One coffee is to be served with dessert and the other coffee is to be served after dessert.

Explain how this order should be communicated to the barista.

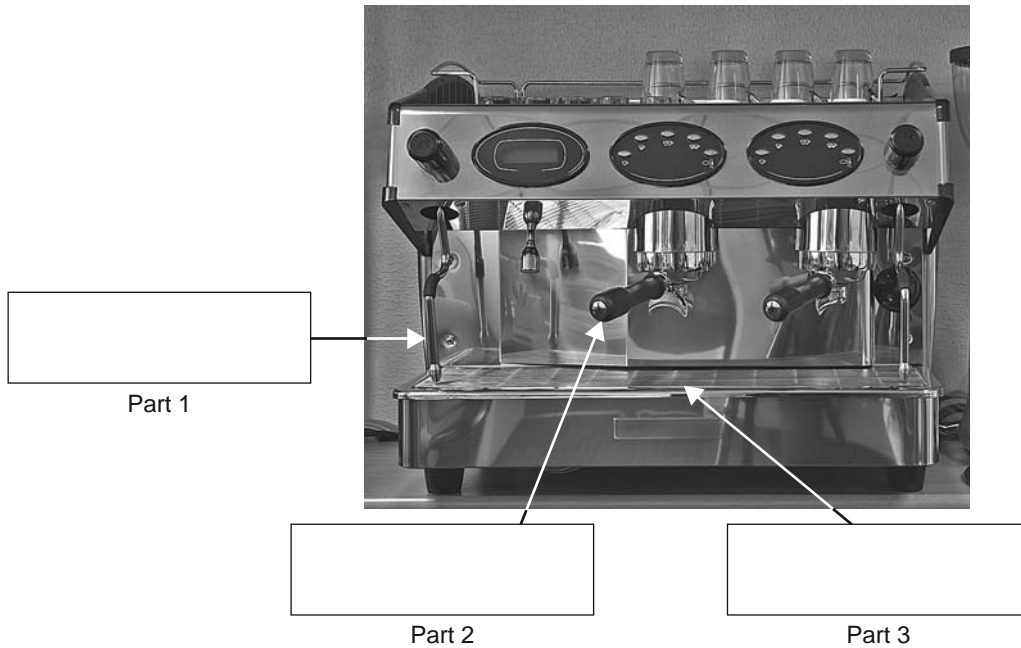
Question 12 (3 marks)

Identify **three** characteristics of milk that has been correctly textured.

Question 13 (6 marks)

a. Name each part of the espresso machine shown below.

3 marks



Source: amberto4ka/Shutterstock.com

b. For each of the parts identified in **part a.**, describe the most appropriate method of cleaning after service.

3 marks

Part 1 _____

Part 2 _____

Part 3 _____

Question 14 (4 marks)

An effective handover procedure requires giving relevant information to the relieving waiter.

Suggest what relevant information the relieving waiter would usually need and why.

Question 15 (3 marks)

In addition to briefings or debriefings, describe **three** professional communication methods a restaurant manager could use to provide feedback to front-of-house staff.

Question 16 (5 marks)

Explain how to safely and hygienically clean the item of bar equipment shown below in order to ensure it is ready for the next service period.



Source: nito/Shutterstock.com

Question 17 (5 marks)

A waiter is placing a meal in front of a guest. She notices that the meal contains an ingredient that the guest had previously indicated he was allergic to. This ingredient was recorded on the docket as an allergen.

What action should the waiter take in this situation and why?
