

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Monday 13 November 2017

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	18	18	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 23 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

Some establishments that offer fixed-price food and beverage menus require customers to pay the full amount when making their reservation.

This type of payment is called

- A. a deposit.
- B. a credit note.
- C. a holding fee.
- D. an advance payment.

Question 2

The best way for staff to determine how tables and the room should be set up for the dinner service is to

- A. check the menu, style of service and specials.
- B. check the reservations and any special requests.
- C. set up different table sizes to accommodate reservations and walk-ins.
- D. set up tables and chairs that allow staff easy access and allow guests to be seated comfortably.

Question 3

Which style of service is **least** likely to require pre-set cutlery?

- A. bar
- B. bistro
- C. function
- D. à la carte

Question 4

The 'ambience' of a restaurant may be described as the

- A. mood or feeling of the restaurant.
- B. standard of food and customer service.
- C. sideboard where wine is stored during service.
- D. satisfactory provision of customer facilities, such as washrooms.

Question 5

Which one of the following best describes a set menu?

- A. set prices for each course
- B. individually priced food items
- C. a fixed-priced menu with no options for each course
- D. a fixed-priced menu with limited options for each course

Question 6

When setting up the breakfast buffet for guests to make their own toast, it is important to lay out the necessary items in an efficient way for the convenience of customers during the service period.

The most logical sequence for the set-up of the breakfast buffet is

- A. toaster, plates, breads, pastries, butter and jams.
- B. plates, breads, pastries, toaster, butter and jams.
- C. breads, pastries, plates, toaster, butter and jams.
- D. pastries, breads, plates, toaster, butter and jams.

Question 7

A guest informs the waiter that they have an intolerance to lactose, which is found in dairy products.

Which one of the following breakfast items should the waiter recommend to the guest?

- A. buttermilk pancakes
- B. coconut chia pudding
- C. French toast with berry compote
- D. Bircher muesli with Greek-style yoghurt

Question 8

Coeliac disease is a condition in which a person's immune system reacts abnormally to gluten. Gluten is a protein found in wheat, rye, barley and oats.

Which one of the following would be most suitable for a customer who has coeliac disease?

- A. pan-fried haloumi
- B. beer-battered whiting
- C. panko prawn cutlets
- D. sun-dried tomato and olive tart

Question 9

A customer has ordered a particular meal without nuts.

A meal containing nuts is accidentally taken to the customer.

What could be the **most** serious consequence of this action?

- A. Another table is now short of a meal.
- B. The customer has an allergic reaction to the meal.
- C. The waiter is given a warning for serving the wrong meal.
- D. The customer is angry that they have been served a meal with nuts.

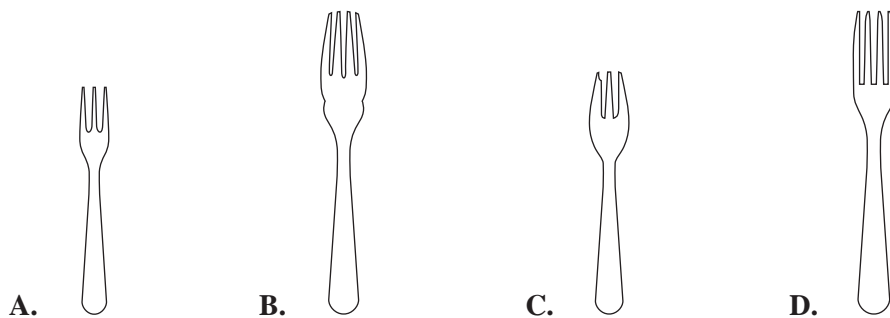
Question 10

An Italian rice dish cooked to a creamy consistency, using stock as its flavour base, which can be made with meat, fish or vegetables, is called

- A. paella.
- B. risotto.
- C. couscous.
- D. creamed rice.

Question 11

A guest has selected freshly shucked oysters from the menu.
Which fork is the most appropriate for this customer?

**Question 12**

The most appropriate time to adjust the glassware is when the customer orders

- A. a cocktail.
- B. a lemon, lime and bitters.
- C. wine and the wine glasses are not already placed on the table.
- D. white wine and the customer has a white wine glass set on the table.

Question 13

Occasionally, issues may arise with the food and beverage service that a customer receives. If an issue is appropriately addressed, this customer may leave feeling satisfied.

This satisfaction is usually due to

- A. being able to speak to the manager.
- B. having another staff member serve them.
- C. how quickly the issue is acknowledged and dealt with.
- D. the customer being allowed to cancel their order and start again.

Question 14

A group of athletes has made a reservation in a restaurant. The athletes are aged between 20 and 30 years.
Which main course (without alterations) would this customer demographic be most likely to order?

- A. confit of duck leg with pea puree
- B. steak with bearnaise sauce and roasted vegetables
- C. grilled baby snapper with cos lettuce and herbs
- D. Berkshire pork belly, apple puree and pickled cabbage

Question 15

When preparing the perfect espresso, 30 mL of coffee should be extracted within

- A. 8–13 seconds.
- B. 15–20 seconds.
- C. 22–27 seconds.
- D. 29–34 seconds.

Question 16

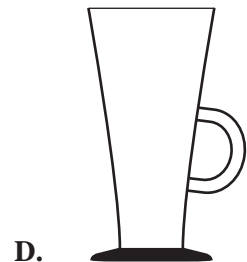
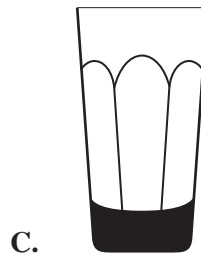
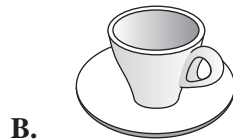
When extracting espresso, it is important to flush the group head before attaching the filter basket.

This is done in order to

- A. start heating the water in the boiler.
- B. assist with cleaning at the end of service.
- C. ensure that the coffee is hot when extracted.
- D. flush the coffee grounds from previous extractions.

Question 17

Which one of the following glassware or crockery items would be most appropriate for a piccolo latte?

**Question 18**

When dosing the ground coffee, the filter basket should **not** be

- A. dry.
- B. hot.
- C. wet.
- D. clean.

Question 19

The coffee grind may need to be adjusted when the

- A. humidity is low.
- B. humidity is high.
- C. weather is too hot.
- D. weather is too cold.

Question 20

The **least** effective way for a barista to provide information to a customer about coffee styles is to

- A. verbally explain the selections.
- B. show the customer a picture of each coffee style.
- C. direct the customer to a table to view the beverage list.
- D. show the customer an example of a coffee being prepared.

Question 21

Which one of the following loose-leaf teas would most likely be served in a Chinese restaurant?

- A. rosehip
- B. jasmine
- C. geranium
- D. Darjeeling

Question 22

When preparing a pot of loose-leaf tea, which of the following steps should be followed?

- A. Add the tea to the pot, then add water that is near boiling point.
- B. Add water that is near boiling point to the pot, then add the tea.
- C. Warm the pot, add water that is near boiling point, then add the tea.
- D. Warm the pot, add the tea, then add water that is near boiling point.

Question 23

At a restaurant that provides table service, the most appropriate time to present the account to a customer is when the

- A. last item has been served.
- B. customer stands up to pay.
- C. customer puts the money on the table.
- D. table has been cleared of all items and service has finished.

Question 24

It is common practice for customers to use the method of tapping or waving their card on an EFTPOS terminal if the bill is less than \$100.

After entering the payment amount, what is the first processing step completed by the staff member before the payment is made?

- A. Verify the signature on the card.
- B. Tap or wave the card to see if it is accepted.
- C. Insert the card first to check if contactless payment is available.
- D. Check if the customer wants to use contactless payment or to enter their PIN.

Question 25

Shift: AM/PM		Breakfast/Lunch/Dinner	
Type	Number	\$	c
\$100	<i>1</i>	<i>\$100.00</i>	
\$50	<i>3</i>	<i>\$150.00</i>	
\$20	<i>4</i>	<i>\$80.00</i>	
\$10	<i>1</i>	<i>\$10.00</i>	
\$5	<i>5</i>	<i>\$25.00</i>	
\$2	<i>10</i>	<i>\$20.00</i>	
\$1	<i>8</i>	<i>\$8.00</i>	
50 cents	<i>3</i>	<i>\$1.50</i>	
20 cents	<i>12</i>	<i>\$2.40</i>	
10 cents	<i>8</i>	<i>\$0.80</i>	
5 cents	<i>8</i>	<i>\$0.40</i>	
Total		<i>\$398.10</i>	
Name of cashier:			
Checked by:			

The financial document shown above is called a

- A. tax receipt.
- B. daily summary.
- C. cash summary.
- D. non-cash transaction summary.

SECTION B

Instructions for Section B

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

Question 1 (3 marks)

It is customary for staff to greet customers at the door.

Apart from saying hello, list **three** steps involved in this task.

Question 2 (6 marks)

Hospitality industry trends change frequently and can affect customers' dining choices.

List and explain **three** influences that can determine choice of establishment and menu selection.

Question 3 (6 marks)



Source: Patawee Peng-oun/Shutterstock.com

Many establishments use beverage dispensers for guests to self-serve water, juice or other beverages.

Describe **six** tasks that need to be completed by staff to ensure that a beverage dispenser is ready for service.

Question 4 (6 marks)

Define the following.

Dosing _____

Tamping _____


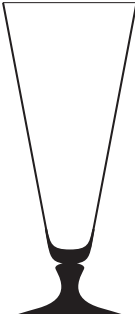


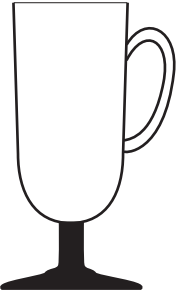
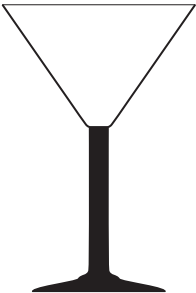
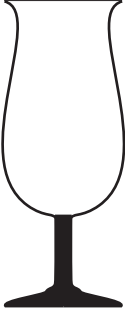
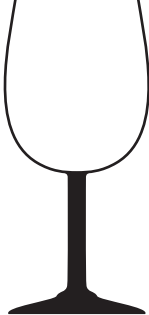
Chai latte _____

Question 5 (4 marks)

For each of the following drinks, select the most suitable glass from the options provided:

1. frappé
2. cafe latte
3. soft drink
4. creamy and fruity mocktail

Write the number corresponding to each drink in the box below the selected glass. You are **not** required to fill in all of the boxes.

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Use the following information to answer Questions 6 and 7.

Gulliver's	
Entrees	Price (\$)
Freshly shucked oysters with shallot and red wine vinegar	3 each
Country-style terrine	14
Tuna tartare with cucumber, radish and coriander	18
Twice-baked soufflé with Roquefort sauce	18
Charcuterie plate	20
Mains	
Whole baby snapper with grilled gem lettuce and seaweed	35
Steak frites with bearnaise sauce	38
Braised Wagyu brisket, bone marrow and Paris mash	40
Traditional French cassoulet	35
Chargrilled spatchcock, fennel, bitter leaves and lemon	35
Classic bouillabaisse and rouille	40
Sides	
Steamed seasonal vegetables	10
Garden salad	8
Truffle mashed potato	8
Bowl of chips	7
Desserts	
Maple pecan panna cotta with fresh berries	12
Lemon meringue pie with whipped cream or vanilla bean ice-cream	12
Sticky date pudding with vanilla bean ice-cream and praline wafer	12
Banana and Nutella pizza with white chocolate and toasted coconut	12

Question 6 (15 marks)

- a. Complete the table below by identifying two types of establishments and corresponding styles of service that are appropriate for the menu on page 12. Ensure that you provide a different example of a style of service for each type of establishment.

4 marks

Type of establishment	Style of service

- b. Identify **three** ways in which a waiter could find out more about menu items in order to help customers with menu selections.

3 marks

- c. A customer who wants to order a dessert has informed the waiter that they have a nut allergy.

- i. Suggest an appropriate dessert for this customer from the menu on page 12.

1 mark

- ii. Provide a detailed sensory explanation of the suggested dessert.

3 marks

d. Provide a response for each of the following using the menu on page 12.

- i.** Recommend a side dish for the cassoulet. 1 mark

- ii.** Recommend a dish for a customer requiring a low-fat meal. 1 mark

- iii.** Which side dish is **least** suitable to serve with the steak frites? 1 mark

- iv.** Which entree would be **unsuitable** for a customer who wants a quick meal? 1 mark

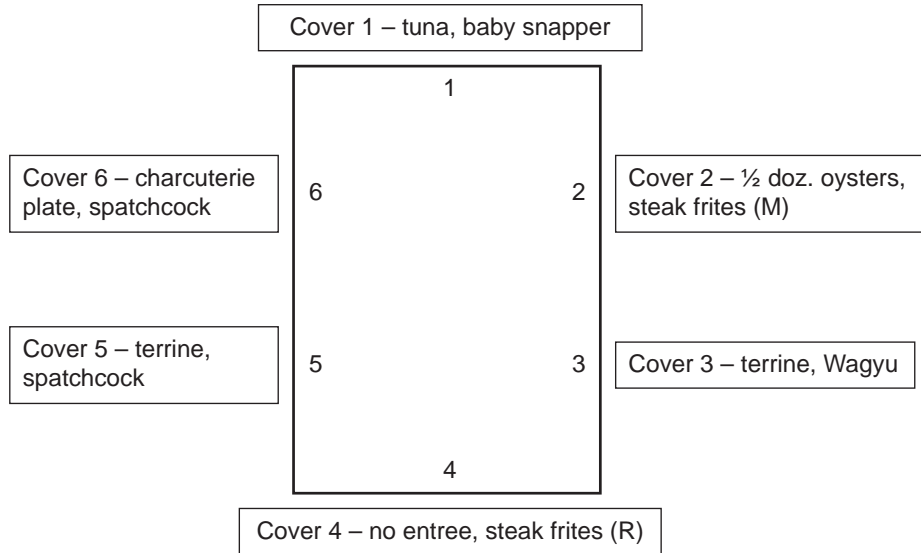
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Question 7 (7 marks)

A waiter has drawn up a table plan for an order from a table of six guests. The waiter has been asked to hand over to another waiter and go on a break.

The waiter feels he may have made an error when transferring the order from the table plan to the docket and has asked the new waiter to check the order before placing it with the kitchen.

Table plan



Docket

Gulliver's			
Quantity	Item		Cover
1 ×	Tuna tartare		1
1 ×	Oysters (1 × doz.)		2
2 ×	Terrine		3, 4
2 ×	Charcuterie plate		5, 6
	No entree		4
1 ×	Snapper		1
2 ×	Steak frites	(2 × M)	2, 4
1 ×	Wagyu		3
2 ×	Spatchcock		5, 6
Table:	Waiter:	Time:	Covers:
1	Bob	7.00 pm	6

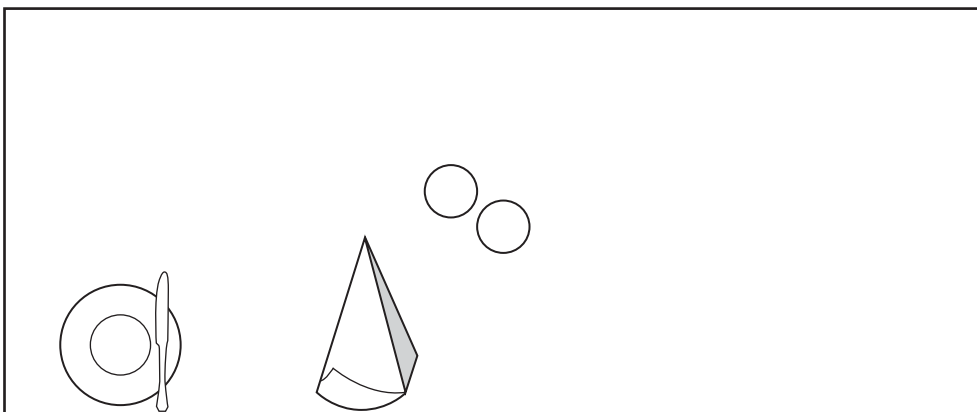
a. Check the docket against the table plan and identify four mistakes. 4 marks

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

b. Based on the table plan on page 16, complete the table setting below for **Cover 6 only**. Select the appropriate cutlery items from the list below and write the corresponding letters in the correct positions on the table setting. You are **not** required to draw the cutlery. 2 marks

List of cutlery

- | | |
|------------------------|-------------------------|
| A. main fork | F. steak knife |
| B. entree fork | G. soup spoon |
| C. fish fork | H. dessert spoon |
| D. entree knife | I. teaspoon |
| E. main knife | J. parfait spoon |



c. After the mains are finished, dessert is ordered. Cover 3 orders the maple pecan panna cotta.
Which cutlery does Cover 3 require? 1 mark

Question 8 (8 marks)

Complete the following table by identifying suitable condiments, accompaniments and side dishes for the menu items listed.

Menu item	Condiment	Accompaniment	Side dish
roast pork		gravy	
smoked salmon			brown bread and butter
steak	mustard or maître d'hôtel butter		
burritos		sliced lettuce, tomato and avocado	

Question 9 (8 marks)

Source: sasimoto/Shutterstock.com

Coffee can be prepared and served using the equipment shown above.

- a. What is this equipment called? 1 mark

- b. Describe the steps taken to prepare coffee using this equipment. 4 marks

- c. Describe how this equipment could be safely and hygienically cleaned. 3 marks

Question 10 (3 marks)

Preparing the coffee grinder for service is important to ensure consistent and excellent taste.

In the table below, identify how each of the following issues related to taste can be corrected.

Issue	Correction
The coffee goes stale quickly.	
The coffee tastes bitter and burnt.	
The coffee tastes sour, watery and weak.	

Question 11 (2 marks)

There are several steps involved in preparing milk for use with milk-based espresso drinks.

Explain each of the following steps and state why they are completed by the barista.

- Purging the steam wand _____

- Texturing _____

Question 12 (6 marks)

- a. Give **two** reasons why an espresso machine might become dirty and require backflushing. 2 marks

- b. To ensure an espresso machine operates efficiently, it is important to backflush it on a regular basis.

Describe **four** steps involved in backflushing an espresso machine **during** service. 4 marks

Question 13 (3 marks)

It is important that the barista read and understand a safety data sheet (SDS) before using cleaning products for an espresso machine. (SDS was formerly known as a material safety data sheet or MSDS.)

Identify **three** pieces of information contained on an SDS.

Question 14 (3 marks)

Restaurateurs welcome customer feedback as it ensures that the service provided meets customers' expectations. During a shift, a waiter hears a customer complaining about a dish to another customer at their table.

Describe how the waiter would use this information to assist with addressing what the complaint was about and implementing improvements.

Question 15 (2 marks)

a. What is petty cash? 1 mark

b. Provide an example of how petty cash might be used in a restaurant or cafe. 1 mark

Question 16 (3 marks)

It is important to present a customer’s bill in a timely and efficient manner.

Identify **three** things that should be checked before presenting the bill.

Question 17 (4 marks)

A customer has placed an order at the bar and wants to pay with cash. The total amount comes to \$43.30. The customer presents a \$100 note.

Describe the steps that should be taken to process the order, receive the payment and give change using an electronic point-of-sale (POS) system. Steps 1 and 6 have been provided.

Step 1 *Sign in to the POS system by keying in the password.*

Step 2 _____

Step 3 _____

Step 4 _____

Step 5 _____

Step 6 *Place the \$100 note inside the drawer and close the register.*

Question 18 (6 marks)

Eight guests at a table have been waiting for their main meals for one hour. When the main meals were ordered, drink orders were also taken and the drinks were then served. The guests ordered a second round of drinks half an hour ago. These drinks have also been served.

The attendant is about to come over to ask the guests if they would like to order more drinks. The guests are now impatient that their meals have not arrived.

What actions should the attendant take before asking the guests if they would like to order more drinks?
