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Write your **student number** in the boxes above.

Letter

VET Hospitality

Question and Answer Book

VCE Examination – Thursday 13 November 2025

- Reading time is **15 minutes**: 9.00 am to 9.15 am
- Writing time is **1 hour 30 minutes**: 9.15 am to 10.45 am

Approved materials

- One scientific calculator

Materials supplied

- Question and Answer Book of 20 pages
- Multiple-Choice Answer Sheet

Instructions

- Follow the instructions on your Multiple-Choice Answer Sheet.
- At the end of the examination, place your Multiple-Choice Answer Sheet inside the front cover of this book.

Students are **not** permitted to bring mobile phones and/or any unauthorised electronic devices into the examination room.

Contents	pages
Section A (25 questions, 25 marks) _____	2–7
Section B (19 questions, 95 marks) _____	9–19

Section A – Multiple-choice questions

Instructions

- Answer **all** questions in pencil on your Multiple-Choice Answer Sheet.
- 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

Which one of the following customer groups is likely to be satisfied with a menu that offers smaller portions, simple ingredients and value for money?

- A. vegans
- B. seniors
- C. university students
- D. international visitors

Question 2

Using the information in the table below, calculate which of the following desserts is the most profitable.

	Dessert	Menu price	Cost per serve	Sales per week
A.	lemon tart	\$12.50	\$3.00	200
B.	crème brûlée	\$10.00	\$3.00	200
C.	mixed sorbets	\$8.00	\$1.50	190
D.	bombe alaska	\$12.00	\$3.10	230

Question 3

Food upcycling is a recent trend in which excess food, usually destined to go to landfill, is

- A. redistributed to charity organisations for those in need.
- B. sold at a cheaper price as its appearance is not perfect.
- C. resold by another supplier at a heavily discounted price.
- D. processed into an alternative product, increasing its shelf life.

Question 4

A Shirley Temple is a non-alcoholic beverage. Which one of the following lists the correct ingredients for a Shirley Temple?

- A. grenadine and ginger ale
- B. grenadine and Coca-Cola
- C. lime juice and ginger beer
- D. grenadine and orange juice

Question 5

Before glassware is used, a bar attendant should

- A. scrub each glass with a bar brush.
- B. rewash and polish all glasses before use.
- C. run a finger around the rim of each glass to check for chips.
- D. hold the glasses up to the light and inspect for cleanliness and cracks.

Question 6

Which one of the following mocktails is made using the 'build' method?

- A. bloody mary
- B. strawberry daiquiri
- C. piña colada
- D. appletini

Question 7

What is the most important reason for a bar attendant to use the glass listed in the standard recipe when preparing a drink?

- A. to enhance taste
- B. to improve aroma
- C. for a more attractive presentation
- D. so the prepared drink fills the glass

Question 8

Which one of the following options is a suitable garnish combination for a mojito mocktail?

- A. mint leaves and lime
- B. pineapple and cherry
- C. blueberry and rosemary
- D. salted rim and lemon twist

Question 9

In a restaurant, background music is important because it

- A. helps create ambience.
- B. keeps the staff entertained.
- C. covers the noise from the kitchen.
- D. lets the customers know that the venue is keeping up with trends.

Question 10

Which one of the following describes a table d'hôte menu?

- A. Multiple dishes of smaller serving size are offered at a fixed price.
- B. Items are placed on display for customers to make their selection.
- C. Customers have a limited number of dishes or courses for a set price.
- D. Items are individually priced and customers pay only for what they select.

Question 11

One food and beverage attendant is on the floor at a restaurant, taking orders at a table. A group of guests enters the restaurant.

What is the most appropriate action for the food and beverage attendant to take?

- A. Stop taking the orders at the table, excuse themselves and attend to the new guests.
- B. Finish taking the orders, process them with the kitchen, then attend to the new guests.
- C. Acknowledge the new customers and advise that they will be with them soon.
- D. Avoid looking at the new customers until the orders are taken, then assist them.

Question 12

A customer asks a food attendant what quinoa is.

Quinoa can best be described as a

- A. pasta that pairs well with cheese and creamy sauces.
- B. vegetable that should be steamed as it is high in vitamin D.
- C. low-carbohydrate rice that is suitable for those following a keto diet.
- D. high-protein, gluten-free seed that is cooked and eaten like a grain.

Question 13

Which one of the following best describes the reason a chef would **not** ask the food and beverage attendants to promote a dish?

- A. to showcase seasonal local produce
- B. to highlight a new addition to the menu
- C. to ensure one section of the kitchen is busier than others
- D. to ensure food is used according to first in, first out (FIFO) principles

Question 14

Horseradish would be a suitable condiment to offer when serving

- A. roast beef.
- B. chicken stir-fry.
- C. a cheese platter.
- D. chicken liver pâté.

Question 15

Which one of the following gives the reason why an accurate time should be recorded on a docket?

- A. so the food attendant knows what time the booking was made for
- B. so the food attendant knows what time the guests were seated
- C. so the kitchen knows when the entrees are required
- D. so all staff know when the order was taken

Question 16

The main course for a table has been delayed.

What initial step should a food attendant take?

- A. Give a free drink to the guests at the table.
- B. Stand near the pass and wait for the dishes to be ready.
- C. Apologise to the guests and inform them of the wait time.
- D. Complete other tasks while waiting for the meals to be ready.

Question 17

In addition to the table numbers, which items should remain on a table after the main course has been cleared?

- A. serviettes, beverage menus, and salt and pepper shakers
- B. glassware still being used, decorations and serviettes
- C. glassware still being used, side plates and side knives
- D. decorations, butter dish, cruets and serviettes

Question 18

Empty and unused glasses should be frequently cleared from customers' tables.

To clear glassware without causing disruption, an attendant should

- A. wait until the guests leave their table.
- B. ask the guests to stand and move out of the way.
- C. place themselves in a position where they can take as many glasses as safely as possible.
- D. place a bar tray on the table and ask the guests to place their used glasses on it for collection later.

Question 19

Which of the following items of bar equipment would be listed for weekly cleaning on a cleaning schedule?

- A. blender and bar utensils
- B. refrigerator and ice machine
- C. drip tray and post-mix nozzle
- D. chopping boards and benchtop

Question 20

Which one of the following work practices could support environmental sustainability in a cafe?

- A. using paper towels whenever possible
- B. providing customers with paper straws
- C. using disposable plastic cups and decorations
- D. offering single-use containers for takeaway meals

Question 21

Which accompaniments are suitable to enhance the flavour of green tea?

- A. lemon, mint and honey
- B. milk, rosemary and lime
- C. lemon, star anise and honey
- D. thyme, turmeric and agave syrup

Question 22

What information should be provided to incoming staff during handover?

- A. which dishes have been most popular during service
- B. where each table is up to in the sequence of service
- C. which tables have friendly customers
- D. what time each table arrived

Question 23

The term 'amount tendered' refers to the amount of

- A. change a customer requires from a cashier.
- B. money in the cash register at the end of a shift.
- C. cash a customer has provided to pay for their purchase.
- D. money in the cash register at the commencement of a shift.

Question 24

What information **must** be included on a receipt?

- A. GST component, ABN and date
- B. itemised list, total price and attendant name
- C. business name, address and phone number
- D. customer name, address and phone number

Question 25

To ensure accuracy when providing change, a cashier should

- A. add the cash to the cash drawer and immediately lock it.
- B. have a customer hold the note until the change is given.
- C. count the change as it is removed from the cash drawer and recount it when handing it to a customer.
- D. provide change to a customer in a range of notes and coins so they do not run out of any denomination.

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Section B

Instructions

- Answer **all** questions in the spaces provided.
- Write your responses in English.

Question 1 (3 marks)

A venue offers a children's menu with its regular menu.

Explain **three** benefits to the venue of offering a children's menu.

Question 2 (4 marks)

For each of the following food establishment types listed in the table below, provide one example of a suitable dish that would be sold at that establishment type. Indicate whether the dish would have a **high**, **medium** or **low** price point.

Establishment type	Example of a suitable dish	Price point
food truck		
fine dining		
bistro		
cafe		

Question 3 (3 marks)

The front entrance to a restaurant is the first detail that customers see when approaching the restaurant.

List **three** cleaning or maintenance tasks that should be completed before service commences to ensure the entry is well presented.

Question 4 (4 marks)

A group of customers orders the four drinks listed in the table below. The drinks must be prepared in a specific order to ensure they maintain their appearance, and are at the correct temperature and strength when served.

In the table, write the numbers 1 to 4 next to each drink to show the order in which each drink should be prepared, with 1 being prepared first and 4 being prepared last.

Drink	Order of preparation
mineral water	
frappé	
chamomile tea	
freshly squeezed orange juice	

Question 5 (4 marks)

List **four** adjustments a customer might request for their cold beverage order to suit their preferences.

Question 6 (4 marks)

The following information can be found on a food order docket:

- date
- docket number
- number of covers
- server name or initials
- table number
- time

List **four** other pieces of information that should be recorded by a food attendant when completing the food order docket.

Question 7 (9 marks)

Describe the key characteristics of each of the following dietary requirements. Use examples of suitable and unsuitable foods to support your response.

Lacto-ovo-vegetarian _____

Kosher _____

Diabetic _____

Do not write in this area.

Use the following information to answer Questions 8–11.

MENU

Entree

Steak tartare with grilled sourdough
Pumpkin ravioli with sage brown butter
Lime and chili chicken skewers with garlic yoghurt
Pea and mint soup with toasted parmesan croutons

Main course

Grilled chicken breast with honey-roasted vegetables
Scotch fillet with herb and garlic butter and polenta fries
Spaghetti carbonara
Fish en papillote with steamed Asian greens
Spring vegetable risotto

Dessert

Gluten-free double chocolate, raspberry and pistachio roulade
Blueberry and lemon tart with double cream
Grilled nectarines with maple syrup and coconut palm sugar served with coconut whip
Cheese plate – chef’s selection of three cheeses

Question 8 (4 marks)

Using the menu above, provide one suitable recommendation to meet the dietary requirements for each of the courses listed below.

- Coeliac

Entree _____

Dessert _____

- Lactose intolerant

Entree _____

Main course _____

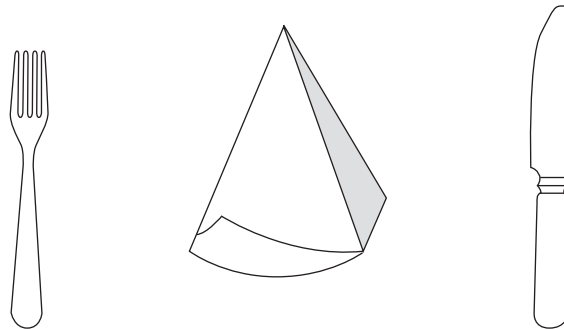
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Question 9 (4 marks)

Provide a sensory description of spaghetti carbonara.

Question 10 (8 marks)

The tables have been set with a main course knife and fork as shown below.



A customer ordered the following:

- entree – lime and chili chicken skewers with garlic yoghurt
- main course – Scotch fillet with herb and garlic butter and polenta fries

a. Complete the table below to identify the cutlery adjustment required, the side of the cover the cutlery should be placed on and where the cutlery for this order should be positioned in relation to the cutlery items shown above.

6 marks

	Cutlery adjustment	Side of cover and position
Entree		
Main course		

Question 10 continues on the next page.

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- b. After the entree and main course, a guest orders a blueberry and lemon tart with double cream for dessert.

Complete the table below to identify the cutlery required and which side of the cover the cutlery should be placed on.

2 marks

	Cutlery required	Side of cover
Dessert		

Question 11 (6 marks)

The main courses for a table of three guests are ready to be collected from the pass. The guests ordered the following meals:

- cover 1 – Scotch fillet with herb and garlic butter and polenta fries
- cover 2 – grilled chicken breast with honey-roasted vegetables
- cover 3 – fish en papillote with steamed Asian greens

Describe the two-plate carry technique for carrying the plates so that all the meals are placed in front of the correct guest in cover order. You may use the dish abbreviations 'Scotch fillet', 'chicken' and 'fish' in your response.

Question 12 (4 marks)



Source: Ahastudio/Shutterstock.com

Explain the end-of-shift steps carried out by a food attendant to pack up the front-of-house service area safely and hygienically after serving a hot buffet as pictured above.

Question 13 (2 marks)

Sometimes, feedback received from guests needs to be communicated to the manager or chef immediately rather than at the end of a shift.

Explain why and provide an example to support your response.

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Question 14 (9 marks)

List three safe practices that an attendant should follow when performing tasks related to each of the following.

Manual handling, such as lifting, moving and pulling

1. _____
2. _____
3. _____

Using cleaning chemicals

1. _____
2. _____
3. _____

Cleaning and polishing glassware

1. _____
2. _____
3. _____

Question 15 (5 marks)



Source: Grygorii Lykhatskyi/Shutterstock.com

Complete the missing steps in the cleaning schedule below in order to clean a blender like the one shown above.

Cleaning schedule	
Steps to clean the blender	1. Remove the jug from the base. 2. _____ 3. Disassemble the blade from the jug. 4. _____ 5. _____ 6. Use a clean, damp cloth to wipe the blender base. 7. _____ 8. Check for cleanliness before placing the glass jug on the blender base ready for next use.
Frequency (how often)	9. _____
Products used	<i>cleaning cloth, detergent, hot water</i>
Who will clean	<i>bar attendant</i>

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Question 16 (5 marks)

Complete the table below by using a tick (✓) in the correct column to identify tasks that can be completed when guests are still present in a dining area and tasks that must be completed only once guests have left.

Task	Can be completed while guests are present	Must be completed once guests have left
restock waiter's station		
stack tables or chairs		
polish cutlery		
move furniture for a function		
reset tables according to the next bookings		

Question 17 (7 marks)

On completion of the reconciliation process, records showed that there was a \$30 negative variance.

- a. What does this variance indicate? 1 mark

- b. Give **three** possible reasons for the variance. 3 marks

- c. Outline **three** actions an attendant could take to investigate the variance. 3 marks

Question 18 (5 marks)

Outline five organisational security procedures that can be implemented to protect the cash at a hospitality establishment.

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

Question 19 (5 marks)

A food and beverage attendant is working on a public holiday at a restaurant that applies a 15% surcharge to guests' accounts to cover the increased cost of wages. When the attendant approaches a table to take the orders, one guest complains to them about the additional cost.

What steps should the food and beverage attendant follow when responding to the guest?

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