



Victorian Certificate of Education 2010

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

Figures

Words

VCE VET HOSPITALITY

Written examination

Tuesday 9 November 2010

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	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 17 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 key to preparing nonalcoholic beverages is

- A. a good imagination and a flair for detail.
- B. to take your time and ask the customer questions.
- C. to use any good cocktail recipe and take the alcohol out.
- D. having all your ingredients prepared and your equipment ready.

Question 2

Peppermint, rosehip and camomile are all types of

- A. green teas.
- B. herbal infusions.
- C. afternoon drinks.
- D. medicinal tonics.

Question 3

Blend, build, shake and strain are all

- A. used to make a smoothie.
- B. used to make a Long Island Tea.
- C. methods for making mocktails.
- D. time consuming for making mocktails.

Question 4

The menus and drinks list have been handed to the customers at the table.

At this point the waiting staff would

- A. take the orders.
- B. introduce themselves.
- C. explain the daily specials.
- D. place the napkins on the customers' laps.

Question 5

The customer has ordered the same drink again.

It is important that

- A. the customer supervises the making of the drink.
- B. a standard recipe and presentation are used.
- C. the bar attendant asks them for the recipe and the method.
- D. the bar attendant informs them that they may be disappointed.

Question 6

When garnishing a drink for a customer, it is important to

- A. ask the customer for their preference.
- B. only use lemon slices in nonalcoholic drinks.
- C. only use an industry hygienic approved garnish.
- D. use tongs instead of your fingers.

Question 7

A food and beverage attendant can maximise the service to guests when

- A. the sequence of service is followed.
- B. there is enough staff rostered for service.
- C. the bookings have been staggered for service.
- D. the kitchen has enough food prepared for service.

Question 8

Sufficient cutlery, crockery and glassware must be prepared for all menu items as customers' orders are unknown.

Which menu style does this apply to?

- A. buffet
- B. à la carte
- C. cycle
- D. set

Question 9

The method used in making Lemon, Lime and Bitters is

- A. shake and strain.
- B. muddle.
- C. blend.
- D. build.

Question 10

A restaurant is serving the following menu for dinner.

<p style="text-align: center;"><i>Set Dinner Menu</i> <i>\$45.00 per person</i></p> <p style="text-align: center;"><i>Entrée</i> <i>Seared scallops wrapped in prosciutto served on a green pea purée</i> <i>or</i> <i>Mediterranean roast vegetable stack</i></p> <p style="text-align: center;"><i>Main course</i> <i>Herb-crusted rack of lamb served with ratatouille vegetables, rosemary and sea salt potatoes</i> <i>or</i> <i>Roasted breast of chicken with apricot and pistachio stuffing served with steamed asparagus and sea salt potatoes</i></p> <p style="text-align: center;"><i>Dessert</i> <i>Lemon and lime tart served with cream and seasonal berries</i> <i>or</i> <i>Trio of sorbets served with fruit coulis</i></p> <p style="text-align: center;"><i>Coffee and Tea</i></p>
--

The service style that tables need to be set for is

- A. buffet.
- B. à la carte.
- C. table d'hôte.
- D. degustation.

Question 11

The job role with responsibility for dispensing beverage orders is the

- A. food and beverage supervisor.
- B. food and beverage attendant.
- C. restaurant cashier.
- D. bar attendant.

Question 12

The food and beverage attendant is allocated a set number of tables to be responsible for during lunch service.

The correct term for this allocation is

- A. area.
- B. group.
- C. covers.
- D. section.

Question 13

When positioning tables in the dining area you need to consider the

- A. space between tables for staff and guest access.
- B. distance from the kitchen for quick service.
- C. correct temperature for the room.
- D. height of the tables for wheelchair access.

Question 14

A guest has ordered soup for their entrée and a rare steak for their main course.

Which is the best time to adjust the cover?

- A. the soup spoon just prior to the soup being served and the steak knife just prior to the steak being served
- B. both the soup spoon and steak knife at the same time, once the food order has been taken
- C. the soup spoon with the service of the soup, and the steak knife with the service of the steak
- D. the cutlery after each meal has been served

Question 15

When serving your pre-dinner drinks they should be placed

- A. directly above the guest's right hand.
- B. directly above the left of the place setting.
- C. appropriately for a left-handed or right-handed person.
- D. to the right-hand side of the existing glassware on the table.

Question 16

The food and beverage attendant is required to clear entrées from the table.

The attendant would

- A. remove each entrée plate as each guest finishes eating.
- B. wait until all guests have finished eating and then clear.
- C. wait until informed by the guests they have all finished eating.
- D. clear the table of any men's plates as they are the first to finish.

Question 17

The current industry trend for serving and clearing plates is

- A. serve to the right-hand side of the guest and clear from the left-hand side.
- B. serve and clear from the right-hand side of the guest whenever possible.
- C. serve and clear from whichever side is easiest for you to get to.
- D. that it does not matter from which side you clear and serve.

Question 18

When should side plates be cleared from the table?

- A. when clearing the guests' entrées
- B. when clearing the guests' main courses
- C. whenever you want more space on the table
- D. when the guests have finished eating their bread

Question 19

Cover 1 on your table ordered a WD steak and has complained that it is not cooked to their liking. As the attendant you should

- A. inform the guest that the chef does not cook WD steaks.
- B. apologise and inform the guest that is how it is served.
- C. offer the guest the chicken instead as it is well cooked.
- D. apologise and take the meal from the guest and inform the chef to correct.

Question 20

When is the most appropriate time to offer a guest their account?

- A. after all the guests have eaten dessert
- B. when the guest is calling you over for more service
- C. when the guest has your attention and asks for the account
- D. once you have offered any final beverages and the guest has declined

Question 21

The guest's account comes to \$85 and they put \$100 cash in the bill folder.

What would the attendant do to process this account?

- A. take the account to the cashier for processing and return the change to the guest
- B. take the account to the cashier for processing and keep the change as a tip
- C. leave the guest to take the account to the cashier for processing
- D. wait for the guest to hand the account to the attendant for processing

Question 22

A table of four is booked and two of the guests have just arrived and been seated. The other two guests have not yet arrived.

The attendant will

- A. give the two guests menus to look at while waiting for the others to arrive.
- B. wait until all guests arrive before offering them a beverage.
- C. offer the two guests who have arrived a beverage straight away.
- D. not approach the table until all guests have arrived.

Question 23

When should a waiter normally take the guests' order for a bottle of wine which is to be consumed with the meal?

- A. before the guests have ordered their meals
- B. once the guests have started eating their entrées
- C. once the order has been taken for the guests' meals
- D. when the waiter takes an order for pre-dinner drinks

Question 24

A customer places an order for mushroom and spinach risotto as a main course. You advise the customer to have the fig salad served with goat's cheese, as it is a nice contrast to the risotto.

This selling technique is called

- A. up-selling.
- B. suggestive selling.
- C. persuasive selling.
- D. direct selling.

Question 25

Incorrect storage of coffee beans can affect their taste and aroma.

The correct way to store coffee beans to maintain quality and freshness is in

- A. the original packet in the refrigerator.
- B. an airtight container in a well-lit area.
- C. an airtight container in a dark cool area.
- D. the dosing chamber of the coffee grinder.

Question 26

A customer requests the strongest coffee on the menu.

The coffee you should suggest is

- A. a cappuccino.
- B. a caffe latte.
- C. an espresso.
- D. a ristretto.

Question 27

The most common coffee species grown in the world is

- A. Liberica.
- B. Arabica.
- C. Robusta.
- D. Doppio.

Question 28

What dosage of coffee should be dispensed when making a single shot of espresso?

- A. 7 g
- B. 14 g
- C. 30 g
- D. 60 g

Question 29

To what temperature should textured milk be heated?

- A. 40–50 degrees
- B. 50–60 degrees
- C. 65–70 degrees
- D. 70–75 degrees

Question 30

Greet and seat, opening napkins, water/bread service and pre-dinner drinks are

- A. only used in function service.
- B. used to maximise ambience.
- C. only used in fine dining service.
- D. called the pre-meal service.

SECTION B – Short answer questions

Instructions for Section B
 Answer **all** questions in the spaces provided.

Question 1

List three types of information needed for each of the job roles in the table below.
 One example for each job role is given.

Job role	Information
Food and beverage attendant in a restaurant	1. Food specials of the day 2. 3. 4.
Bar attendant in a restaurant	1. Drink specials of the day 2. 3. 4.

6 marks

Question 2

The food and beverage attendant is required to write a pre-service task list for herself and her colleagues to follow.

What **five** basic points of information would you need to know to allow you to develop this list?

5 marks

Question 3

Before service there are certain tasks that need to be completed, but several staff members have called in sick. With this in mind prioritise, using the numbers 1–4 (1 being most important), what is considered most important when allocating tasks in this situation.

Consideration	Priority
The number of staff	
The ability of the staff	
What needs to be done first prior to service?	
Is it a simple or a long and complicated task?	

1 mark

Question 4

Fill in four duties that are to be completed for each of the pre-service tasks below and briefly explain why it is important to complete these duties. One example is given.

Pre-service task	Duties		Importance
Check the dining room for cleanliness	remove scuff marks on floors	clean bench tops and stations	for health and hygiene of the customers
Check and tidy restaurant foyer	• •	• •	•
Arrange tables and chairs according to reservations	• •	• •	•

10 marks

Question 5

There is a sequence of service when greeting and seating customers that should be followed. Indicate the order of the steps below using the numbers 1 to 8 (1 being the first task).

- show the customers to their table _____
- ask if the customers have made a booking _____
- pull out chairs for the customers _____
- unfold and place the napkin on each customer’s lap _____
- check and mark off the booking in the reservation book _____
- welcome customers _____
- collect any coats, hats or umbrellas _____
- seat the customers at the table _____

1 mark

Question 6

After presenting the menu to the guests, it is important to share information with them.

List five points of information that are important for you to share with the guests.

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

5 marks

Question 7

What are **five** good hygiene practices you would use to maintain your glass washer?

5 marks

Question 8

The bar attendant has received three orders from three groups who are lactose intolerant.

For each of the orders below, tick (✓) the beverages that the bar attendant would **not** be able to prepare for these groups.

Order 1		Order 2		Order 3	
1. hot chocolate		1. brandy, lime and soda		1. iced tea	
2. lime and soda		2. short black		2. vodka, lime and soda	
3. soy latte		3. mango smoothie		3. vienna coffee	
4. banana milkshake		4. Midori and lemonade		4. raspberry frappé	

4 marks

Question 9

Complete the following sentence.

When unfolding and placing the napkin across the lap of a customer, the food and beverage attendant should take the napkin from the _____ side of the customer.

1 mark

Question 10

Call Away is a term regularly used throughout service. Explain what 'Call Away' refers to.

1 mark

Question 11

Your guests have just finished eating their entrées.

Explain what would happen next to ensure they progress to the next stage of service, which is receiving their main courses.

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

5 marks

Question 12

Explain **five** service tasks that waiting staff need to perform between serving the main course and taking a dessert order.

5 marks

Use the following menu to answer Questions 13 and 14.

The Striped Koala

Starters

A salad of **summer** vegetables with poached summer fruits (**VG**)

Rice flour **ravioli** of oxtail, crushed squash, beurre noisette & merlot vinegar (**G**)

Beetroot-cured salmon **gravalax** with soy sour cream & pink grapefruit (**L**)

Consommé of blue swimmer crab with tortellini of crab and coriander
with teriyaki-marinated eye fillet

Main Course

Striploin of **crocodile** with rolled wild rice pancakes of pesto
and spicy shitake mushrooms (**G**)

Asparagus **risotto** with shaved salted soy cheese & a drizzle of truffle oil (**VG**)

Oven-roasted red **snapper** with gateaux of tomato confit, sautéed shitake mushrooms
in a pool of pinot sauce

Sesame seed crumbed **lamb** cutlets pan-fried in olive oil topped
with Australian bush tomato-garlic sauce (**L**)

(**G** – Gluten free **VG** – Vegan **L** – Lactose free)

For further dietary requirements please do not hesitate to discuss with your attending staff.

Question 13

On table 7 there are four guests. All four have dietary requirements.

- Cover 1 and 4 cannot eat any animal fats.
- Cover 2 has coeliac disease.
- Cover 3 is intolerant to dairy products.

Use the menu provided and the highlighted abbreviations to complete the docket below. Each guest is ordering a starter and a main course. The guests' orders should be suitable for their dietary requirements.

Read the menu carefully.

<u>The Striped Koala</u>				
Food Docket				
Name	Date	Time	Cover No.	Table No.
<i>Sam</i>	9/11/2010	12.30 pm		

4 marks

Question 14

What cutlery would you set for the following food items from the menu on page 12?

Menu item	Cutlery
A salad of summer vegetables with poached summer fruits	
Beetroot-cured salmon gravalax with soy sour cream & pink grapefruit	
Sesame seed crumbed lamb cutlets pan-fried in olive oil topped with Australian bush tomato-garlic sauce	
Oven-roasted red snapper with gateaux of tomato confit, sautéed shitake mushrooms in a pool of pinot sauce	

4 marks

Question 15

The chef has informed the food and beverage attendant that there is a significant delay with their table's main course order.

What actions should the attendant take?

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

5 marks

Question 16

The food and beverage attendant was placing the main courses on the table for the guests. The attendant then yelled because the plates were too hot. He dropped the food on the table, splattering the guests with food.

In each of the three categories below describe

- two actions the food and beverage attendant needs to do in this situation
- one preventative action that would have avoided the current situation.

Do not use the same answer twice.

a. Customer satisfaction and appeasement

Two actions the food and beverage attendant needs to do now

1. _____

2. _____

One preventative action that would have avoided the current situation

1. _____

b. The flow of service in the restaurant

Two actions the food and beverage attendant needs to do now

1. _____

2. _____

One preventative action that would have avoided the current situation

1. _____

c. OH&S requirements

Two actions the food and beverage attendant needs to do now

1. _____

2. _____

One preventative action that would have avoided the current situation

1. _____

Question 17

Suggest an appropriate coffee style for each of the following.

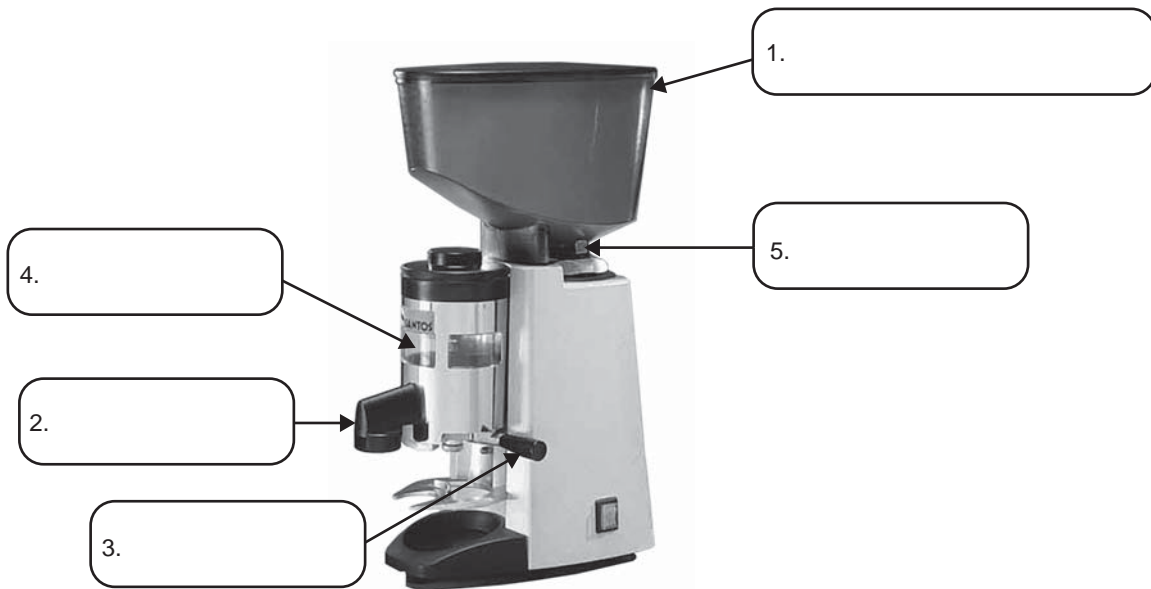


1. _____ 2. _____ 3. _____ 4. _____

4 marks

Question 18

Name each of the numbered parts of the coffee bean grinder.



5 marks

Question 19

Describe three factors that would affect the outcome of the coffee grind.

1. _____
2. _____
3. _____

3 marks

Question 20

Complete the following statement.

As people are becoming aware of their health and taste preferences, more people are asking for _____ coffee.

1 mark

Question 21

In an all-day dining environment, with no set service period, the food and beverage attendant is finishing their shift. There are still two tables of guests dining in the attendant's section.

Describe three shift handover duties required concerning the remaining guests.

1. _____

2. _____

3. _____

3 marks

Question 22

Describe three points/items that would be discussed at a debrief/post-service briefing.

1. _____

2. _____

3. _____

3 marks