

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Wednesday 3 November 2021

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 1.30 pm (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	13	13	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 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 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

Which one of the following lists does **not** relate to customer comfort and restaurant ambience?

- A. linen, table settings and floral arrangements
- B. docket books, cash float and ordering system
- C. lighting, temperature, music selection and music volume
- D. table position, placement and orientation to external views

Question 2

Which one of the following menu items would be suitable as a vegan burger option on a menu?

- A. zucchini and corn burger served with polenta chips
- B. Persian lamb burger accompanied by zucchini crisps
- C. soy and black bean burger served with tzatziki
- D. brisket burger with homemade potato chips and eggless aioli

Question 3

A customer is ordering a platter of cheese. They are required to select two soft cheeses and one hard cheese.

Which one of the following combinations could the food attendant suggest to meet these requirements?

- A. taleggio, roquefort, vintage cheddar
- B. feta, vintage cheddar, Swiss
- C. cheddar, Swiss, camembert
- D. gouda, cheddar, taleggio

Question 4

A beverage attendant is required to prepare a mocktail using the shake and strain method.

Which one of the following pieces of equipment will they need?

- A. stirrer
- B. blender
- C. muddling stick
- D. Boston shaker

Question 5

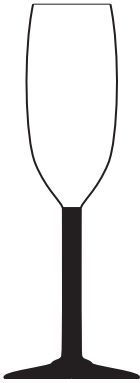
Written information that outlines the name of a drink, the ingredients to be used and the method to follow, with a photograph of the final product, is known as a

- A. drink card.
- B. house card.
- C. standard recipe.
- D. standard operating procedure.

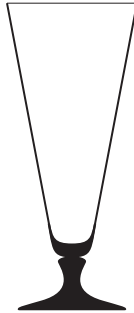
Question 6

Which one of the following glasses is the appropriate glass in which to serve a muddled drink?

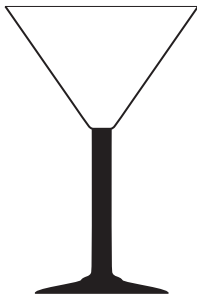
A.



B.



C.



D.

**Question 7**

A food attendant is taking over from a colleague mid-service.

Which one of the following best describes the information that would need to be communicated between the two attendants?

- A. the tables and times customers arrived
- B. the number of customers in the restaurant
- C. the number of customers waiting to order
- D. the stage each table is up to in the service process

Question 8

While an attendant is supervising a buffet, a customer drops the serving tongs onto the floor and then puts them back in a tray of food.

What action should the attendant take immediately?

- A. Remove the tongs and tray of food from the buffet.
- B. Replace the dirty tongs in the tray with clean ones.
- C. Ask the customer to remove the tongs immediately.
- D. Inform the manager at the end of the service period.

Question 9

A food and beverage attendant should present the menu and drinks list to customers

- A. from the service tray.
- B. to the left-hand side of the customer.
- C. from the right-hand side of the waiter.
- D. to the right-hand side of the customer.

Question 10

What is the best way to inform the kitchen of a special request or menu alteration?

- A. Write it on the docket and inform the supervisor.
- B. Write it on the docket and inform the chef in charge of the pass.
- C. Tell the chef in charge of the pass when giving them the docket.
- D. Tell the chef in charge of the specific station or section of the kitchen.

Question 11

Plate service is

- A. attendants delivering individual meals to a table.
- B. a selection of foods displayed for guests to select from.
- C. attendants serving food from platters to each guest at a table.
- D. platters in the middle of a table for guests to serve themselves.

Question 12

When clearing a table, the industry standard has traditionally been that plates are removed

- A. after customers leave the table.
- B. after all customers have finished eating.
- C. when the first customer has finished eating.
- D. when customers are ready to order the next course.

Question 13

Why is it necessary to clean a post-mix gun?

- A. Backflushing ensures lines are clear for the next day.
- B. It is not necessary because post-mix guns are self-cleaning.
- C. If not cleaned, a build-up of gas pressure may occur, causing a malfunction.
- D. If not cleaned, the syrup hoses will clog and the post-mix flow through the nozzle will be restricted.

Question 14

What is the approximate capacity of a demitasse cup in millilitres?

- A. 30 mL
- B. 60 mL
- C. 150 mL
- D. 300 mL

Question 15

After ground coffee is dosed into the filter basket and before it is tamped, the ground coffee should be

- A. level with the top (flat).
- B. slightly heaped (convex).
- C. slightly under-filled (concave).
- D. significantly heaped (pyramid shape).

Question 16

Under-extracted coffees taste sour or sharp.

Under-extraction occurs because the

- A. water pressure of the espresso machine is within range.
- B. ground coffee was tamped with even pressure.
- C. water is not hot enough to extract the full flavour from the grind.
- D. coffee grind is too fine to extract the available sugars and oils.

Question 17

An espresso topped with textured milk and 1 cm of thick, dense foam is known as a

- A. flat white.
- B. macchiato.
- C. cafe latte.
- D. cappuccino.

Question 18

Before ground coffee is dosed, the filter basket should be cleaned by

- A. soaking it in hot water.
- B. wiping it with a dry cloth.
- C. rinsing it with soapy water.
- D. washing it under the group head.

Question 19

To ensure a coffee grinder is cleaned correctly, a barista should brush the dispenser with a soft brush and

- A. wipe out the hopper with a dry cloth.
- B. wash the entire grinder in a sink of hot, soapy water.
- C. wash the hopper and lid with hot water, and then dry and reassemble.
- D. place all removable items into the dishwasher and wipe down the motor.

Question 20

For a hospitality establishment, which one of the following is the most reliable source of formal feedback from customers?

- A. staff appraisals
- B. social media likes
- C. written customer evaluations
- D. bookings generated by social media sites

Question 21

Which one of the following is the most accurate statement about genetically modified (GM) foods in Australia?

- A. GM foods are banned.
- B. GM foods must be labelled as 'GM' on a menu.
- C. Labelling of GM foods is not a requirement of the food industry.
- D. Hospitality establishments are not obligated to supply information about GM foods.

Question 22

A manager asks an attendant to go to a supermarket to purchase some hand sanitiser for customer use. To pay for the sanitiser, the manager should provide the attendant with

- A. petty cash.
- B. their own money.
- C. cash from the till.
- D. cash from the float.

Question 23

A customer's bill comes to \$154.50 and they have asked that a 10% tip be added to the bill.

How much would the total bill be?

- A. \$169.95
- B. \$169.00
- C. \$168.45
- D. \$15.45

Question 24

In order to maintain low levels of cash in the register, attendants should place excess cash in

- A. the tips jar.
- B. a discreet pocket of their apron.
- C. the cash drawer, under the tray.
- D. a sealed envelope under the counter.

Question 25

What precautionary measure should a cashier take to avoid short-changing a customer paying with a note?

- A. Request that the security guard hold the note.
- B. Ask the customer to hold the note until change is provided.
- C. Keep the note in view until the customer has accepted their change.
- D. Immediately put the note in the till to reduce the risk of theft or loss.

SECTION B**Instructions for Section B**

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

Question 1 (4 marks)

A restaurant must be set up safely and hygienically.

Complete the table below by identifying one hygiene task and one safety task that an attendant should complete for each of the listed categories. Do not repeat your answers.

Category	Task
tables and chairs	Safety
	Hygiene
cutlery and crockery	Safety
	Hygiene

Question 2 (4 marks)

Customer needs and preferences have an impact on hospitality businesses.

Identify **four** examples of how a hospitality business may adapt its menu options and service styles to meet customer needs and preferences.

Question 3 (6 marks)

- a. Outline **three** steps that an attendant should undertake when customers arrive at a restaurant, before the customers are seated. 3 marks

- b. The attendant shows the customers to their table and asks if they have checked in using the restaurant's QR code. The customers state that they are having difficulty checking in.
Provide **three** ways in which the attendant could assist the customers. 3 marks

Question 4 (6 marks)

Provide a definition of each of the following. Support each answer with an example.

- Drug–food interaction _____

- Food allergy _____

- Food intolerance _____

DO NOT WRITE IN THIS AREA

Question 5 (12 marks)

a. Complete the table below by filling in the missing information for a raspberry spider.

8 marks

Raspberry spider		
Card no. 0001		Number of serves: 1
Ingredients <ul style="list-style-type: none"> • _____ • _____ 	Equipment <ul style="list-style-type: none"> • _____ 	Method name <ul style="list-style-type: none"> • _____ Method description <ul style="list-style-type: none"> • _____ _____ _____ _____ _____
Glassware <ul style="list-style-type: none"> • _____ 	Garnish, decoration and/or utensils Served with: <ul style="list-style-type: none"> • a maraschino cherry • _____ • _____ 	

b. How should a beverage attendant describe the sensory characteristics of the raspberry spider to a customer?

4 marks

Question 6 (13 marks)

Use the menu below to answer the following questions.

The Green Elephant

This fusion menu is inspired by many traditional Asian dishes.
Focusing on fresh and locally sourced produce, our food is full of
robust flavour and colour.

2 people – choose 2 small, 1 large and 1 side
(for 3 people, add an extra 1 small and 1 large)
\$45.00 per person (minimum 2 guests)

Small

Vegetarian spring rolls (4)
Thai chicken and coconut cream soup
Steamed barbecue pork buns (2)
Crispy roast duck wontons (6)
Lime and chilli oysters (2)
Satay chicken skewers (2)
Rainbow tofu rice paper rolls (2)

Large

Build-your-own Korean pork belly tacos (soft or hard corn shell)
Baked teriyaki tofu
Cashew and chicken stir-fry
Red curry (select from beef, chicken, fish or vegetable)
Spicy grilled squid
Crispy Vietnamese chicken slaw
Beef pad thai

Sides

Chilli broccolini
Stir-fried bok choy with oyster sauce
Steamed fragrant rice
Roti with peanut sauce

a. What is the style of menu at the Green Elephant restaurant?

1 mark

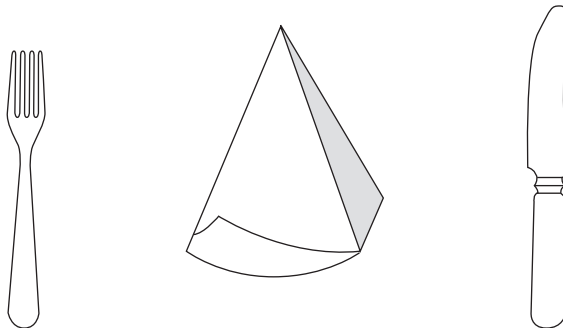
DO NOT WRITE IN THIS AREA

- b. How should a food and beverage attendant describe the service style and details of the menu, along with its benefits, to a group of four customers? 4 marks

- c. Which dishes from the Green Elephant menu could be recommended to vegetarians? Complete the table below by listing two dishes from the small, large and sides sections. 3 marks

Small	Large	Sides
1.	1.	1.
2.	2.	2.

- d. The pre-set table setting at the Green Elephant restaurant is shown below.



- i. What additional cutlery may be required, depending on the customers' menu choices? 3 marks

- ii. Once the food order is taken, other than cutlery, what would the attendant need to add to each individual setting? 2 marks

Question 7 (7 marks)

- a. In the hospitality industry there are a number of waste products from takeaway items and best practice methods for their disposal.

Complete the table below.

3 marks

Waste product	Method of disposal
food scraps	
	recycling
plastic straw	

- b. In addition to recycling, identify **two** ways a hospitality business could reduce their environmental impact.

2 marks

- c. List and explain **two** benefits to a hospitality business of incorporating environmentally friendly work practices.

2 marks

DO NOT WRITE IN THIS AREA

Question 8 (6 marks)

For each of the areas below, describe indicators of a quality extraction that a barista should monitor when preparing espresso coffees.

- Timing

1. _____

2. _____

- Flow (pour)

1. _____

- Crema

1. _____

2. _____

- Puck (sometimes called the biscuit or cake)

1. _____

DO NOT WRITE IN THIS AREA

Question 9 (9 marks)

- a.** List **three** reasons why, when texturing milk, a barista should use the correct jug size for the number of beverages being prepared. 3 marks

- b.** List two guidelines for each stage of the milk texturing process given below. Do not refer to jug size in your response and do not repeat your answers. 6 marks

- Before texturing

1. _____

2. _____

- When texturing

1. _____

2. _____

- After texturing

1. _____

2. _____

DO NOT WRITE IN THIS AREA

Question 10 (3 marks)

List **three** considerations when making a pot of loose-leaf tea and explain why each is important. Do not refer to considerations relating to cups and saucers, or accompaniments such as milk and sugar.

Question 11 (6 marks)

A restaurant's cleaning procedures differ between service periods and at closing time.

Complete the table below to outline the cleaning procedure required between service periods and at closing time.

	Cleaning procedure between service periods	Cleaning procedure at closing time
Espresso machine		
Floor (hard surface)		
Bain-marie unit (not including trays)		

Question 12 (14 marks)

Joe is the cashier on Register 1 at a local restaurant that offers lunch and dinner.

Today the lunch service period was busy, with EFTPOS sales of \$1215.70. American Express (Amex) and Diners Club sales were \$250.00. A local company used the private dining room and settled their account with a company cheque for \$697.10. Register 1's X read was \$2524.60.

- a. Use the information provided above to complete the cash summary below. Fill in the empty boxes and add the amounts to complete the totals. Fill in all boxes labelled A–I. Some formulas have been provided for you.

9 marks

DATE	3/11/21	EMPLOYEE NAME AND REGISTER ID #	(A)
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CASH IN DRAWER (LESS FLOAT)						SHIFT COMMENTS
Notes	Number	Amount	Coins	Number	Amount	
\$100	1	\$100.00	\$2	10	\$20.00	<ul style="list-style-type: none"> • petty cash \$30.00 • no under- or over-rings • no room charges
\$50	1	\$50.00	\$1	6	\$6.00	
\$20	3	\$60.00	50c	5	\$3.00	
\$10	4	\$40.00	20c	10	\$2.00	
\$5	3	\$15.00	10c	5	\$0.50	
			5c	6	\$0.30	
Total notes \$		\$265.00	Total coins \$		\$31.80	
Total cash in drawer (total notes + total coins) \$				(B)		

NON-CASH RECEIPTS		REGISTER TOTAL	
PAYMENTS MADE BY CARD		X read (end of shift)	
EFTPOS		Z read (end of day)	
Amex/Diners		Under-rings (+)	
Total card payments	(C)	Over-rings (–)	
OTHER PAYMENT METHODS		Actual register total	(F)
Cheques		Total receipts in (B + E)	(G)
Account/Room charge	\$0.00	Variance (G – F)	(H)
Petty cash receipts	\$30.00	EMPLOYEE SIGNATURE	SUPERVISOR SIGNATURE
Total other payments	(D)	(I)	PK
Total non-cash receipts (C + D)	(E)		

- b. When completing the cash summary, Joe records a discrepancy (variance).

Explain what step Joe should take, and why, before notifying his supervisor of the discrepancy.

2 marks

- c. The supervisor has asked Joe to investigate further.

What **three** actions could Joe take next?

3 marks

Question 13 (5 marks)

A 10-year-old child approaches the service counter and asks the attendant for a dessert containing alcohol.

How should the attendant respond to the child and what actions should the attendant take next?

DO NOT WRITE IN THIS AREA