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

Letter

VET Hospitality

Question and Answer Book

VCE Examination – Thursday 7 November 2024

- 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)	8–18

Section A

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 of the following is the least reliable source of information regarding a new menu item?

- A. menu description
- B. ingredient list
- C. kitchen attendant
- D. chef who prepared the meal

Question 2

What does the term 'build' refer to in a hospitality context?

- A. a method of preparing mocktails
- B. the practice of organising and preparing before service
- C. the selection of appropriate glassware and garnishes for a beverage
- D. following a schedule to ensure equipment is cleaned hygienically

Question 3

Which of the following options is least likely to create a current trend?

- A. print media
- B. social media
- C. suggestions by family
- D. word-of-mouth recommendations

Question 4

What is the **most** effective way for staff to determine how the tables should be set and the room prepared for a function?

- A. Check the menu and the specials and set the tables to ensure comfortable seating for guests.
- B. Set up different table sizes to accommodate different groups.
- C. Set up tables and chairs to allow staff easy access.
- D. Confirm all the details for the style of service and reservations.

Question 5

Glassware should be checked regularly to ensure that it is clean and safe to use.

This should include checking for

- A. visible scratches and cracks.
- B. the stamp of the glassware brand.
- C. correct millilitre measurement marking.
- D. the presence of manufacturing inconsistencies in the glass.

Question 6

When polishing glassware, the hand that is not holding the polishing cloth should hold the glass by the

- A. bowl or rim.
- B. stem or base.
- C. stem and rim.
- D. bowl and base.

Question 7

Which of the following statements best describes an à la carte menu?

- A. Items and number of courses are the same for everyone, and price is per head.
- B. There is one set price, and individual customers choose items from a limited selection.
- C. There is one set price, with alternative service of two preselected choices.
- D. Items are individually priced and are ordered separately.

Question 8

What is the minimum temperature for keeping food hot when stored in a bain-marie?

- A. 40 °C
- B. 60 °C
- C. 80 °C
- D. 100 °C

Question 9

'Boba' or 'pearls' in bubble (boba) tea are traditionally made from

- A. brown sugar.
- B. rice flour.
- C. tapioca.
- D. agar.

Question 10

From which side are food and beverage menus generally presented to the guest?

- A. both menus from the left
- B. both menus from the right
- C. food menu from the left, beverage menu from the right
- D. food menu from the right, beverage menu from the left

Question 11

Which of the following is the most appropriate sensory description of a vanilla panna cotta with a raspberry coulis and hazelnut tuile?

- A. a low-fat milky dessert that is high in sugar and set with gelatine
- B. a milk-based dessert with a berry puree sauce and a biscuit
- C. a dessert that is not suitable for customers who have lactose or gluten intolerances
- D. a creamy vanilla-scented dessert with a bright red sauce and a crunchy biscuit

Question 12

How should a food and beverage attendant describe a medium-cooked steak?

- A. charred brown outside with a light pink colour on the inside
- B. browned on the outside with bright red colour on the inside
- C. charred brown outside with no pink colour on the inside
- D. browned on the outside and partially red on the inside

Question 13

The customer informs the food and beverage attendant that they are gluten-free.

Which of the following breakfast items should the attendant recommend to the customer?

- A. wheat biscuits with Greek-style yoghurt
- B. French toast with berry compote
- C. coconut milk chia pudding
- D. buttermilk pancakes

Question 14

Which of the following flavour descriptors best describes the term 'umami'?

- A. hot
- B. sour
- C. sweet
- D. savoury

Question 15

Which of the following dishes should a food and beverage attendant recommend to a guest who has indicated that they have an allergy to dairy products?

- A. almond milk, soy milk and fruit sorbet
- B. goat's cheese, soy milk and almond milk
- C. soy milk, camembert cheese and ice cream
- D. washed rind cheese, natural yoghurt and almond milk

Question 16

Source: Corepics VOF/Shutterstock.com

The photo image above demonstrates the plate-carrying technique known as the

- A. one–two plate method.
- B. two plate method.
- C. three plate method.
- D. four plate method.

Question 17

From which side of the guest should the attendant clear plates **and** in which direction should the attendant move around the table when clearing?

- A. left-hand side in a clockwise direction
- B. right-hand side in a clockwise direction
- C. left-hand side in an anticlockwise direction
- D. right-hand side in an anticlockwise direction

Question 18

Which of the following best describes the purpose of using sanitiser in a café and restaurant environment?

- A. to eliminate pests and vermin
- B. to clean and disinfect toilets, bathrooms and changing rooms
- C. to polish stainless steel, chrome and laminated surfaces
- D. to reduce the amount of food-poisoning bacteria to low and acceptable levels

Question 19

How often should the post-mix gun be cleaned?

- A. monthly, and only by a service technician
- B. daily, to prevent a build-up of sticky syrup
- C. never, as the post-mix units are self-cleaning
- D. weekly, by flushing water through the syrup bags

Question 20

To dispose of broken or chipped glassware in the bar, the attendant should

- A. pick it up immediately and take it into the kitchen.
- B. use a broom and shovel and place it in general rubbish.
- C. wrap it tightly in a tea towel and place it in glass recycling.
- D. wrap it in paper before placing in general rubbish.

Question 21

Which of the following is the correct disposal technique for any hazardous waste?

- A. Put it in the green waste bin.
- B. Pour it down the sink that leads to a stormwater drain.
- C. Decant it into an empty bottle and place in the general waste bin.
- D. Arrange for collection by a licensed industrial waste company for safe disposal.

Question 22

The account for the table should be updated, ready to present to the guest,

- A. when the guest requests it.
- B. when the guest is ready to leave.
- C. as meals and drinks are ordered.
- D. after meals and drinks have been consumed.

Question 23

A business customer has been quoted \$525.00, not including GST, for catering costs for an upcoming event. They are paying in cash and have presented six 100-dollar notes (6 x \$100) as payment.

What is the correct amount of change they need to receive?

- A. \$22.50
- B. \$27.30
- C. \$52.50
- D. \$75.00

Question 24

When reconciling the cash register, what is the most likely reason for a 'cash-over' variance?

- A. tips
- B. price increases
- C. short-changing the customer
- D. undercharging the customer

Question 25

Guests on a table wish to split the bill of \$175.10. One guest departed earlier and left \$26.90 for their meal.

To split the balance of the bill evenly, how much do each of the four remaining guests need to pay?

- A. \$30.32
- B. \$35.02
- C. \$37.05
- D. \$43.77

Section B

Instructions

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

Question 1 (3 marks)

The restaurant manager has asked you to attend a major food and wine exhibition.

Outline **three** ways that your attendance at the festival could be beneficial to the restaurant.

Question 2 (10 marks)

- a. Ms Bailey is on the phone, enquiring about booking her 30th birthday party at your restaurant on Saturday 9 November.

What other information would you provide to influence Ms Bailey to choose your venue for her event?

5 marks

- b. List **five** things you need to record, to pass on to your supervisor for follow-up confirmation, before ending your call with Ms Bailey.

5 marks

Do not write in this area.

Question 3 (7 marks)

The room has been set up for a function and guests will be arriving soon.

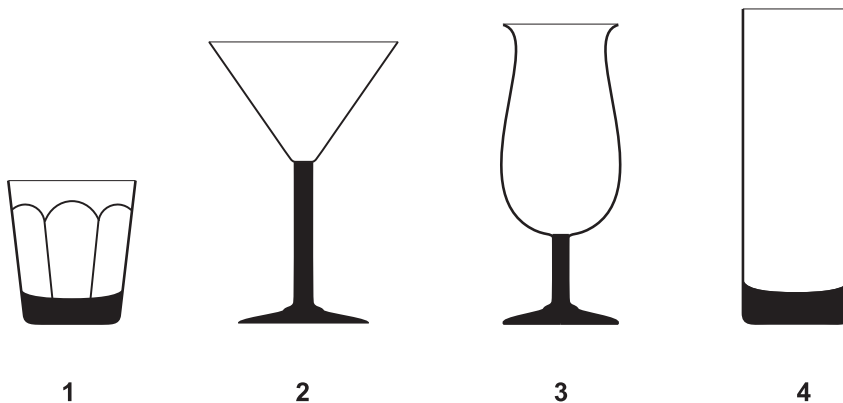
- a. Identify **four** final table checks a food and beverage attendant should complete prior to guest arrival.

4 marks

- b. List **three** actions the food and beverage attendant should take to rectify any issues identified when completing the final table checks.

3 marks

Question 4 (3 marks)



Using the glassware options pictured above, complete the table below to identify the number and the name of the most appropriate glass to use when preparing the beverages listed in the table.

Do not repeat your answers.

Drink	Glass number	Name of glass
virgin margarita		
lemon, lime and bitters		
pina colada mocktail		

Do not write in this area.

Question 5 (9 marks)

Guideline 5 of the Australian Dietary Guidelines outlines actions that can be taken to protect vulnerable groups of people, such as babies and young children, who can be affected more severely by food poisoning.

a. Name **three** other vulnerable groups of people. 3 marks

b. Provide **two** examples of actions that the food and beverage attendant can take to minimise the risk of food poisoning in relation to each of the following. Do not repeat your answers.

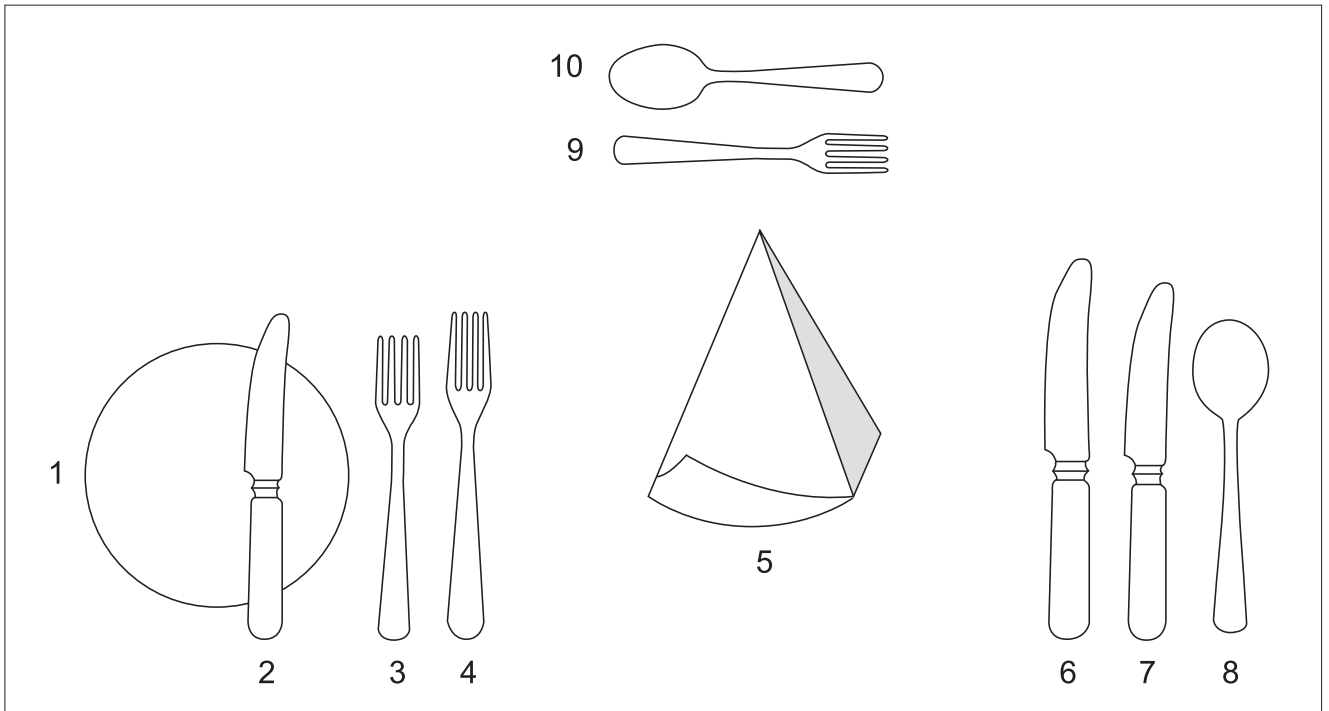
i. personal hygiene 2 marks

ii. cross-contamination 2 marks

iii. food storage 2 marks

Question 6 (9 marks)

The function room tables have been set for a four-course dinner.



Using the picture of the table setting above, complete the table below by identifying the cutlery and crockery items at each position number. The item at position number 5 has been completed for you.

Position no.	Item
1	
2	
3	
4	
5	<i>napkin</i>
6	
7	
8	
9	
10	

Do not write in this area.

Question 7 (4 marks)

List **four** items of information the attendant should provide when presenting the menu to guests.

An example has been provided for you.

Example: Use sensory evaluation techniques to describe dishes.

Question 8 (4 marks)

The food and beverage attendant has been requested to promote a new side dish – Cheesy Stuffed Garlic Loaf – which is served as an item to be shared.

Provide an example of how the attendant can describe the dish (pictured below) using sensory evaluation techniques to increase sales.



Source: SergeyST78/Shutterstock.com

Do not write in this area.

Question 9 (3 marks)

The three meals for a table are all at the pass ready for collection.

Describe the **three** distinct steps the food and beverage attendant should take before delivering the meals to the guests.

Question 10 (6 marks)

Describe each of the following diets, including examples of suitable and not suitable types of food for each diet.

a. vegan 2 marks

b. vegetarian 2 marks

c. pescetarian 2 marks

Question 11 (2 marks)

A restaurant has peppermint, chamomile and hibiscus herbal teas available.

Identify which of these herbal teas is the most appropriate for a food and beverage attendant to suggest after serving a degustation menu and explain your choice.

Question 12 (5 marks)

Indicate whether the statements below are 'dangers' or 'safety measures'.

The first one has been completed for you.

Use a trolley when moving cylinders to avoid knocking them.	<i>Safety measure</i>
Carbon dioxide can cause asphyxiation within three minutes.	
Ensure gas cylinders are always fastened to the wall.	
Install a gas monitoring alarm system for non-ventilated storage areas.	
Gas cylinders contain gas under pressure, which can explode if heated.	
Train staff in the correct use and storage of gas cylinders.	

Question 13 (5 marks)

The beverage display shelf in the bar has a mirrored back.

Describe the steps the attendant should follow to clean the mirror.

1. _____
2. _____
3. Select glass-cleaning chemical.
4. _____
5. _____
6. Check that it is clean and streak-free.
7. _____

Question 14 (2 marks)

Complete the table below by identifying **two** public areas (excluding dining areas) that an attendant may be required to check and stating what should be checked in each of those areas.

An example has been completed for you.

Do not repeat any responses.

Public area	Check for
<i>bar service area</i>	<i>Mirror behind beverage display shelf is clean and free from streaks or spots.</i>

Question 15 (5 marks)

Complete the table below by naming the common cleaning agents used in beverage service areas, describing their purpose and identifying appropriate surfaces or equipment that they are used to clean.

Do not repeat your answers.

Cleaning agent	Cleaning purpose	Bar surface and/or equipment
glass cleaner	Clean glass and mirrored surfaces, without leaving streaks.	beverage display shelf
		bar glasses
deodoriser		
	Clean non-porous surfaces without damaging.	benchtop

Question 16 (3 marks)

a. Outline the benefits of pre-authorisations for the: 2 marks

i. customer

ii. establishment.

b. State how the establishment can keep the customer's pre-authorisation information secure. 1 mark

Question 17 (4 marks)

Outline **two** control measures an attendant can take to minimise risk when handling cash at each of the following times. Do not repeat your answers.

a. during service 2 marks

b. at end of shift 2 marks

Question 18 (5 marks)

Below is a partial image of a cash summary sheet used by the restaurant to reconcile takings at the end of each service period.

Atomic Fox Restaurant Caro-Kings Way Becsville VIC 3999			
Date: <i>09/11/24</i>	Register number and location: <i>2, Main dining room</i>	Attendant/s: <i>Max Kelly</i>	Service period/Time: <i>Dinner</i>

Provide **five** other items that the attendant will need to record on the summary sheet.

- _____
- _____
- _____
- _____
- _____

Question 19 (6 marks)

A group of six customers have entered a restaurant and seated themselves at a table. They have used the QR code displayed on a restaurant table to order and pay for their main meals. The customers can see that the restaurant is busy and have waited patiently for their meals to arrive.

The food and beverage attendant, noticing that the customers have not received any meals yet, enquires with the kitchen and is informed that there will be a further 15-minute delay.

- a. Describe the actions the food and beverage attendant should take in this situation. 4 marks

- b. Outline **two** reasons why this interaction between the customers and the food and beverage attendant is important. 2 marks

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