



**B O A R D O F S T U D I E S**  
NEW SOUTH WALES

**2008**

**HIGHER SCHOOL CERTIFICATE  
EXAMINATION**

# Hospitality

## General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11, 13, 15 and 17

**Total marks – 80**

**Section I** Pages 2–5

**15 marks**

- Attempt Questions 1–15
- Allow about 15 minutes for this section

**Section II** Pages 9–17

**35 marks**

- Attempt Questions 16–20
- Allow about 45 minutes for this section

**Section III** Pages 19–20

**30 marks**

- Attempt Question 21
- Attempt ONE other question from Questions 22–24
- Allow about 1 hour for this section

## Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

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- 1 Which departments in a large hotel are interacting when a hotel porter contacts reception?
  - (A) Security and front office
  - (B) Security and human resources
  - (C) Housekeeping and front office
  - (D) Housekeeping and human resources
  
- 2 Which of the following tasks would be carried out by an Environmental Health Officer?
  - (A) Taking food samples
  - (B) Checking staffing rosters
  - (C) Inspecting financial records
  - (D) Investigating staff training needs
  
- 3 Which sequence of procedures is most effective when initially handling a customer complaint?
  - (A) Acknowledge, listen, record
  - (B) Acknowledge, action, establish problem
  - (C) Listen, record, action
  - (D) Listen, acknowledge, establish problem
  
- 4 What document is used to obtain stock within a large hotel?
  - (A) Bin card
  - (B) Purchase form
  - (C) Delivery docket
  - (D) Requisition form

- 5** The removal of soiled linen from a bathroom is an example of which type of workplace hazard?
- (A) Physical
  - (B) Biological
  - (C) Psychological
  - (D) Environmental
- 6** What is the ideal temperature range for storing dry goods?
- (A) 1°C to 3°C
  - (B) 5°C to 10°C
  - (C) 11°C to 21°C
  - (D) 22°C to 32°C
- 7** Which of the following reduces conflict and misunderstanding in the workplace?
- (A) Bias
  - (B) Empathy
  - (C) Stereotyping
  - (D) Ethnocentrism
- 8** What action should be taken when an employee first identifies a workplace hazard?
- (A) Notify the supervisor
  - (B) Contact the First Aid Officer
  - (C) Write a report to the OHS Committee
  - (D) Telephone the WorkCover Authority
- 9** Which of the following is the most important criterion to use when selecting items to be worn for protection during cleaning processes?
- (A) Correct size
  - (B) Appropriate colour
  - (C) Ease of maintenance
  - (D) Environmental friendliness

- 10** A new staff member is trained to replace an injured employee.  
What type of cost to the workplace does this training represent?
- (A) Economic
  - (B) Human
  - (C) Organisational
  - (D) Social
- 11** What is the main aim of conducting work performance appraisals of employees?
- (A) To provide research data
  - (B) To ensure company profits
  - (C) To improve work practices
  - (D) To decrease employee absenteeism
- 12** In the hospitality industry, to what does the term *quality assurance* refer?
- (A) The system of inspecting services and products
  - (B) The practice of managing the standard of services and products
  - (C) The process of promoting services and products of a high standard
  - (D) The legislation that regulates the services and products sold to consumers
- 13** Which type of food poisoning bacteria is carried in dust, animal intestines and unwashed vegetables?
- (A) Listeria
  - (B) Salmonella
  - (C) Staphylococcus aureus
  - (D) Clostridium perfringens

- 14** Within the hospitality industry, staff must value customers and colleagues from different cultural groups.

Which of the following are elements of cultural diversity?

- (A) Language, sexual preference and gender
  - (B) Dietary needs, work ethics and language
  - (C) Customs, disabilities and communication
  - (D) Interpersonal relationships, food preferences and age
- 15** Which list identifies major issues of concern for the hospitality industry?
- (A) Emerging markets, industry contacts and information services
  - (B) Recycling, government initiatives and industry expansion/retraction
  - (C) Waste minimisation, sourcing industry information and media advertising
  - (D) Energy conservation, employee union membership and use of the internet

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# Hospitality

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Centre Number

## Section II

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Student Number

35 marks

Attempt Questions 16–20

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

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**Marks**

**Question 16** (6 marks)

What is HACCP and how can it be used in the hospitality industry?

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## Section II (continued)

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**Marks**

### Question 17 (7 marks)

- (a) Identify TWO types of telephone equipment. **1**

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- (b) Describe good telephone etiquette and explain why it is important in a hospitality organisation. **6**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (6 marks)

- (a) Identify TWO ways that security can be maintained in the hospitality workplace. 2

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- (b) Choose ONE of the following emergency situations:

- bomb threat
- armed robbery

Outline the correct procedures that should be followed if this emergency situation occurs within a large hotel. 4

Type of emergency: .....
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## Section II (continued)

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**Marks**

### Question 19 (8 marks)

Explain how personal attributes and work ethics of staff contribute to the success of a hospitality organisation.

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## Section II (continued)

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**Marks**

### Question 20 (8 marks)

Propose strategies for accommodating cultural differences when working within a team in the hospitality industry. In your answer, provide appropriate examples.

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# Hospitality

## Section III

**30 marks**

**Attempt Question 21**

**Attempt ONE other question from Questions 22–24**

**Allow about 1 hour for this section**

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

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In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
  - communicate ideas and information, using precise industry terminology and appropriate workplace examples
  - organise information in a well-reasoned and cohesive response
  - solve proposed issues or problems
- 

### **Question 21** (15 marks)

Consumer protection, duty of care, anti-discrimination, workplace relations and equal employment opportunity are legal issues that have an impact on the hospitality industry.

Analyse the impact of government legislation on the hospitality industry. In your response, refer to relevant legislation that addresses two of the above legal issues.

**Please turn over**

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In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
  - communicate ideas and information, using precise industry terminology and appropriate workplace examples
  - organise information in a well-reasoned and cohesive response
  - solve proposed issues or problems
- 

**Question 22 — Commercial Cookery (15 marks)**

Evaluate the suitability of poaching and baking as methods of cookery for use on an à la carte menu. In your response, refer to the underlying principles of cookery.

**OR**

**Question 23 — Food and Beverage (15 marks)**

Evaluate the suitability of different styles of service for breakfast in a large hotel. In your response, refer to the mise-en-place requirements.

**OR**

**Question 24 — Accommodation Services (15 marks)**

Evaluate the extent to which procedures for handling financial transactions in a large hotel are secure.

**End of paper**