



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

**2001**

**HIGHER SCHOOL CERTIFICATE  
EXAMINATION**

# Hospitality Operations

## 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 and 13

**Total marks – 80**

**Section I** Pages 2–5

**15 marks**

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

**Section II** Pages 9–13

**35 marks**

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

**Section III** Pages 15–16

**30 marks**

- Attempt Question 21
- Attempt ONE other question from Questions 22–25
- 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.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

**Sample:**  $2 + 4 =$  (A) 2 (B) 6 (C) 8 (D) 9  
A  B  C  D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A  B  C  D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word **correct** and drawing an arrow as follows.

A  B  C  D   
*correct* ↙

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- 1** Which services are offered by the hospitality industry?

  - (A) Entertainment, laundry, gaming
  - (B) Airlines, accommodation, clubs
  - (C) Laundry, entertainment, airlines
  - (D) Accommodation, gaming, clubs
  
- 2** Why are chefs required to wear uniforms when preparing food?

  - (A) To prevent damage to their own clothes
  - (B) To designate the chain of command in the kitchen
  - (C) To promote a team spirit and foster good team morale
  - (D) To protect themselves and protect food from contamination
  
- 3** Which of the following represents a high standard of personal presentation by employees, regardless of which sector of the hospitality industry they are employed in?

  - (A) Wearing a hairnet and protective clothing
  - (B) Wearing clean clothing and contemporary footwear
  - (C) Wearing a uniform, and washing hands regularly
  - (D) Wearing clean and appropriate clothing, and being well-groomed
  
- 4** Which of the following positions in the hospitality industry are BOTH entry-level positions?

  - (A) Apprentice chef, kitchenhand
  - (B) Apprentice chef, banquet coordinator
  - (C) Banquet coordinator, room attendant
  - (D) Chef de partie, kitchenhand
  
- 5** How is teamwork best displayed in the hospitality industry?

  - (A) By using the correct equipment to complete tasks
  - (B) By commencing and completing shifts on time
  - (C) By assisting colleagues to achieve work tasks
  - (D) By people working independently on set jobs

- 6** Trade unions represent the rights of which of the following?
- (A) Employers
  - (B) All workers
  - (C) Governments
  - (D) Employee members
- 7** What is the correct storage temperature range for refrigerated perishable foods?
- (A)  $-5^{\circ}\text{C}$  to  $0^{\circ}\text{C}$
  - (B)  $0^{\circ}\text{C}$  to  $5^{\circ}\text{C}$
  - (C)  $5^{\circ}\text{C}$  to  $10^{\circ}\text{C}$
  - (D)  $20^{\circ}\text{C}$  to  $24^{\circ}\text{C}$
- 8** Active listening is an important skill for a hospitality worker. Which of the following best describes active listening?
- (A) Maintain eye contact while discreetly completing another task
  - (B) Listen intently, demonstrate empathy and pre-judge customer needs
  - (C) Listen intently and promptly respond, to save further unnecessary dialogue
  - (D) Maintain eye contact, clarify points and repeat important phrases
- 9** What is the appropriate practice a hospitality worker should use in responding to an incoming telephone call?
- (A) Speak clearly, avoid slang, vary tone
  - (B) Use industry jargon, clarify details, be relevant
  - (C) Be relevant, avoid slang, use a monotone voice
  - (D) Vary tone, use industry jargon, clarify details
- 10** What is the most appropriate emergency procedure to deal with a well-established, spreading fire in a commercial kitchen?
- (A) Call out 'Fire!', shut the door and account for personnel
  - (B) Shut the door, call the fire brigade and evacuate the building
  - (C) Call out 'Fire!', attack the fire with an extinguisher and evacuate the building
  - (D) Attack the fire with an extinguisher, call the fire brigade and account for personnel

- 11** In which group could ALL foods contain a high salmonella risk?
- (A) Bread, cakes and red meat
  - (B) Cakes, nuts and bread
  - (C) Nuts, chicken and salads
  - (D) Chicken, salads and red meat
- 12** Which of the following best describes the obligations of employers with regard to occupational health and safety?
- (A) To maximise productivity with minimal workplace accidents
  - (B) To secure, protect and promote the wellbeing of all people in the workplace
  - (C) To issue fines to workers who engage in unsafe work practices
  - (D) To act as the chairperson on a workplace health and safety committee
- 13** How does EEO legislation aim to achieve fair practices and behaviour in the workplace?
- (A) By giving preferential employment based on marital status
  - (B) By ensuring negotiable working conditions for all employees
  - (C) By promoting recruitment practice that is open, competitive and based on merit
  - (D) By providing access to improved training and development for managers and staff supervisors
- 14** Why is cultural awareness useful when dealing with colleagues and customers?
- (A) To identify needs, preferences and expectations
  - (B) To recognise backgrounds, needs and behaviour
  - (C) To identify race, behaviour and backgrounds
  - (D) To recognise preferences, race and expectations
- 15** Which of the following best describes *quality assurance*?
- (A) A system for ensuring that all products and services are inspected for quality
  - (B) A process for ensuring that all products and services are produced to a specified standard
  - (C) Legislation to ensure that consumers are sold products and services that are of a high standard
  - (D) Regulations to ensure that employees produce products and services that are consistently of a high standard

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# Hospitality Operations

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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.

Marks

### Question 16 (5 marks)

A hotel guest telephones Reception to complain that he has checked into his room only to find that it has not been correctly prepared.

Reception took the following message:

**Message for:** *Jo Smith, Housekeeping*

**Message:**  
*Mr Brown rang Reception, complained that his room has not been cleaned—no clean towels, dirty crockery, rubbish not removed from bins, mini-bar hasn't been re-stocked.*

*Can you please follow-up as soon as possible? Guest is extremely upset.*

**Taken by:** *Reception*

- (a) List TWO additional pieces of information that should be included in the message to Housekeeping. 2

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- (b) Outline THREE steps the hotel Reception and other staff could take to resolve this complaint. 3

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**Question 17** (6 marks)

- (a) Name a functional area that would operate in a hospitality establishment. **1**

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- (b) Outline the services provided by a human resources department for a specific hospitality functional area. **2**

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- (c) Explain the importance of *work ethic* for the success of a hospitality functional area, providing an example from your work placement experience. **3**

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# Hospitality Operations

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Centre Number

## Section II (continued)

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Student Number

**Marks**

### Question 18 (8 marks)

- (a) Describe TWO advantages of working with colleagues who come from culturally diverse backgrounds. **2**

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- (b) Name ONE piece of legislation that addresses cultural diversity, and describe how it relates to both customers and colleagues in a hospitality enterprise. **6**

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**Question 19** (8 marks)

- (a) List TWO examples of current NSW legislation that apply to the preparation and handling of food. **2**

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- (b) Distinguish between *environmental hygiene* and *personal hygiene*. **2**

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- (c) Analyse TWO workplace procedures that monitor and ensure safe food handling practices in the hospitality industry. **4**

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Centre Number

## Section II (continued)

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Student Number

**Marks**

### Question 20 (8 marks)

- (a) Define the term *workplace hazard*. **1**

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- (b) Name a piece of legislation that has been enacted to minimise hazards in the hospitality industry. **1**

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- (c) Describe the cost of a workplace injury for BOTH an individual and a hospitality enterprise. **2**

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- (d) Propose TWO strategies to identify and minimise common hazards in the workplace. **4**

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## Hospitality Operations

### Section III

**30 marks**

**Attempt Question 21**

**Attempt ONE other question from Questions 22–25**

**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)

The extension of non-smoking areas is a recent development in the hospitality industry.

With specific reference to current occupational health and safety legislation, analyse how this development impacts on the roles and responsibilities of employers and employees in a hospitality enterprise.

**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)**

Compare and analyse TWO different methods of cookery, only ONE of which is appropriate for coated foods.

**OR**

**Question 23 — Accommodation Services (15 marks)**

A tired and agitated customer has arrived at the hotel. The Front Office cannot find the reservation that the customer claims was confirmed 24 hours earlier. The only room available is an unprepared room.

Describe the reservation system and procedures that should have been implemented to ensure the customer's stay is a success.

**OR**

**Question 24 — Cross-functional Operations (15 marks)**

Explain the functions and standard procedures of the Housekeeping department and how it interrelates with other service areas in a hospitality enterprise.

**OR**

**Question 25 — Food and Beverage Service and Kitchen Operations (15 marks)**

Successful restaurants are characterised by effective teamwork and communication.

Analyse the operations that occur prior to and during service within BOTH the kitchen and the dining room.

**End of paper**