

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

2003

**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 and 13

Total marks – 80

Section I Pages 2–6

15 marks

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

Section II Pages 9–15

35 marks

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

Section III Pages 17–18

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.

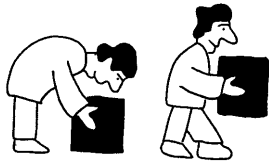
A B C D

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.

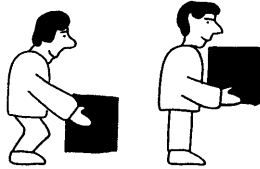
A B C D
correct ↙

1 Identify the correct lifting and handling procedure in the diagrams below.

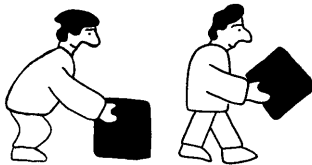
(A)



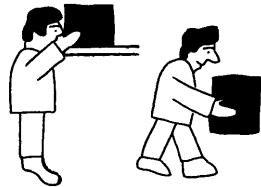
(B)



(C)



(D)



2 Which of the following is always included in an Enterprise Agreement?

- (A) Staff amenities and career paths
- (B) Wage rates and working conditions
- (C) Workers compensation and rehabilitation
- (D) Training and occupational health and safety (OHS)

3 What may result if a restaurant breaches the Liquor Licensing Act?

- (A) Penalties and fines
- (B) Confiscation of alcohol
- (C) Higher insurance premiums
- (D) Closure of the establishment

- 4 Which is the most appropriate form of body language to use when dealing with a non-English speaking tourist?
- (A) Eye contact, posture
 - (B) Touch, voice volume
 - (C) Personal space, gesture
 - (D) Facial expression, handshake
- 5 In the hospitality industry, how is the term *service ethic* best described?
- (A) The ability to work in a team in the industry
 - (B) Rules and legislation that govern employees
 - (C) The character and appearance of employees
 - (D) Codes of conduct that govern employees
- 6 Which of the following are essential elements of effective teamwork?
- (A) Commitment, trust, wilfulness
 - (B) Trust, cooperation, aimlessness
 - (C) Tolerance, commitment, support
 - (D) Tolerance, honesty, individuality
- 7 What is the main purpose of Equal Employment Opportunity (EEO) legislation?
- (A) It ensures employment is based on merit.
 - (B) It ensures promotion is based on seniority.
 - (C) It ensures employment is based on personal preference.
 - (D) It ensures promotion is based on length of employment.
- 8 Which of the following is an example of an ethical practice by an employee in the workplace?
- (A) Accepting gifts from suppliers
 - (B) Returning money left behind by a guest
 - (C) Refilling empty alcohol bottles for consumption by guests
 - (D) Adding a tip to a credit card voucher after it has been signed

- 9 Which of the following best illustrates effective communication?
- (A) Sender $\xrightarrow{\text{feedback}}$ receiver
- (B) Receiver $\xrightarrow{\text{decoding}}$ sender
- (C) Sender $\xrightarrow{\text{feedback}}$ decoder
- (D) Sender $\xrightarrow{\text{decoding}}$ receiver
- 10 Which costs arising from a workplace injury directly impact on the enterprise?
- (A) Permanent disability, first aid, increased revenue
- (B) Staff morale, salaries, insurance premiums for workers compensation
- (C) First aid, rehabilitation, insurance premiums for workers compensation
- (D) Third-party insurance, compensation for the worker, permanent disability
- 11 For a hospitality enterprise, what is the main purpose of suggestive selling on the telephone?
- (A) To improve profitability of the establishment
- (B) To encourage the customer to spend more money
- (C) To encourage the customer to purchase more products
- (D) To improve the productivity of the food and beverage department
- 12 What is the purpose of hazard control in the workplace?
- (A) To eliminate hazards
- (B) To minimise the risk of accidents
- (C) To maximise the effect of hazards
- (D) To prevent accidents from happening
- 13 As an employee you believe that EEO legislation has not been followed. What is the best way to proceed?
- (A) Inform your supervisor.
- (B) Inform the OHS committee.
- (C) Inform the general manager.
- (D) Write to the local newspaper.

- 14** Which of the following is the most difficult bacteria to eliminate as a food contaminant?
- (A) Penicillin
 - (B) Salmonella
 - (C) Staphylococcus aureus
 - (D) Clostridium perfringens
- 15** Identify the safest way to ensure quality when reheating and holding food.
- (A) Heat food to 60°C for one hour.
 - (B) Heat food until the internal temperature is 60°C within one hour.
 - (C) Heat food until the internal temperature is 80°C within two hours.
 - (D) Heat food until the internal temperature is 100°C within two hours.

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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 (6 marks)

In the hospitality industry there is a diverse range of customer needs.

- (a) List TWO factors that could lead to cultural misunderstandings. **2**

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- (b) Outline TWO strategies the employer could implement to help prevent cultural misunderstandings. **4**

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Question 17 (8 marks)

- (a) Outline safety strategies that both employers and employees could implement to promote a safe workplace. **4**

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- (b) Outline security strategies that both employers and employees could implement to promote a secure workplace. **4**

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Question 18 (6 marks)

A person has been hospitalised with food poisoning and they have named your establishment as one of the places at which they recently ate a meal.

- (a) Name TWO pieces of legislation implemented by the hospitality industry that aim to prevent food poisoning. **2**

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- (b) Propose a range of procedures that your hospitality establishment could implement in order to prevent food poisoning. **4**

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Hospitality Operations

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (6 marks)

- (a) List ONE internal factor influencing hospitality operations. **1**

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- (b) List ONE external factor influencing hospitality operations. **1**

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- (c) Explain how internal and external factors influence the hospitality industry's relationship with other industries. **4**

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Question 20 (9 marks)

Read the scenario in the box below and answer the related question.

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Guests arrived at a five-star hotel at 4.00 pm hot and tired. Their room was not ready. They were asked to wait in the coffee lounge and told that they would be called when their room was ready. The guests were shown to their room at 5.30 pm and their bags arrived at 6.00 pm. A limousine arrived at 6.15 pm to take them to the show they were attending that night, which started at 7.00 pm. The guests returned to the hotel at 11.30 pm very hungry. On leaving, the guests made known their complaints.

Identify the areas of complaint and suggest actions that could have been taken to minimise the complaints.

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Question 20 continues on page 15

Question 20 (continued)

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End of Question 20

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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.

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
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Question 21 (15 marks)

The hospitality sector contributes significantly to the Australian economy through both revenues and employment. Owners and operators . . . face diverse risks relating to employment and business operations as well as personal and property risks.

This material has been used with the kind permission of Marsh Pty Ltd.

With reference to the quote above, analyse the identified risks for the hospitality industry.

Please turn over

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
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Question 22 — Commercial Cookery (15 marks)

With reference to preparing and presenting a formal table d’hote lunch menu, analyse the factors that should be considered in producing a successful formal lunch.

OR

Question 23 — Accommodation Services (15 marks)

Assess the importance of customer service policies to the successful housekeeping operations of a hotel.

OR

Question 24 — Cross-functional Operations (15 marks)

Compare the kitchen and housekeeping sectors and evaluate the role of each sector in providing quality products and services to customers.

OR

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

You work in a non-licensed café and have been asked to develop and implement a five-item food and non-alcoholic beverage menu.

Outline your menu and assess the implications of your menu for the café in providing quality products and services.

End of paper