



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

2005

**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 and 15

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 22–24
- 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.

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 ↙

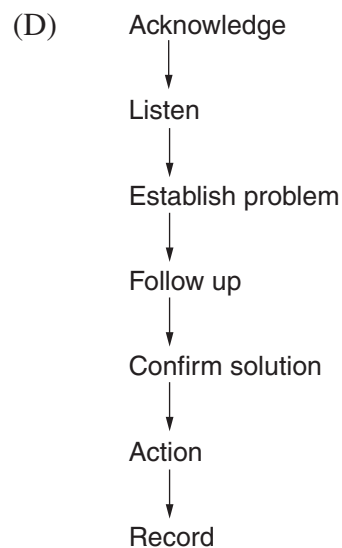
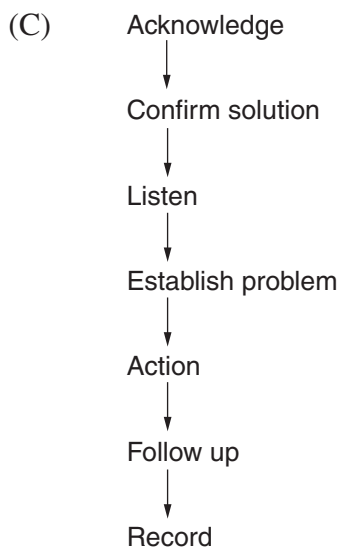
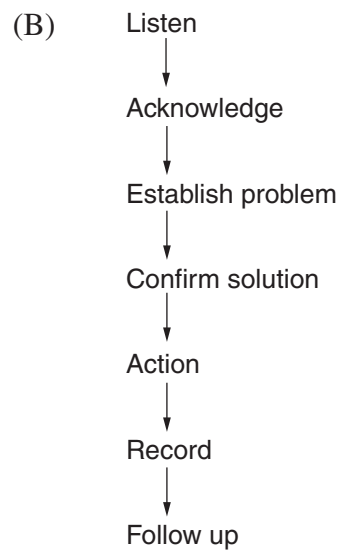
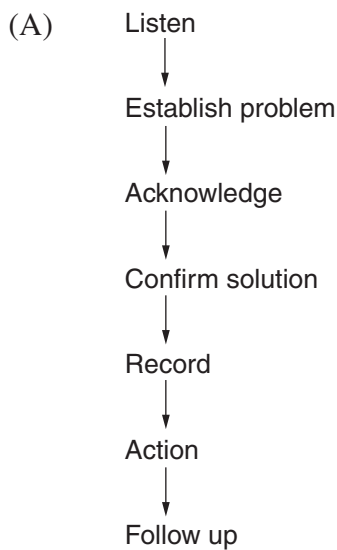
- 1** What is telephone etiquette?
- (A) Telephone lists and corporate directories
 - (B) Manner when using the telephone and speaking to callers
 - (C) Telephone marketing that promotes hospitality establishments
 - (D) The process used to resolve customer complaints over the telephone
- 2** Which of the following are examples of internal customers?
- (A) Guests and local residents
 - (B) Colleagues and workmates
 - (C) Consultants and media personnel
 - (D) Government organisations and tourism industry groups
- 3** What is the main union that represents hospitality employees?
- (A) Clubs NSW
 - (B) Restaurant and Catering NSW
 - (C) Hotel, Motel and Accommodation Workers
 - (D) Liquor, Hospitality and Miscellaneous Workers
- 4** An employee believes that the staff toilets next to the commercial kitchen are not being thoroughly cleaned.
- Which of the following is the first action that should be taken by the employee?
- (A) Approach the cleaner
 - (B) Ring the cleaning company
 - (C) Report this to the supervisor
 - (D) Contact the Environmental Health Officer

- 5 Which of the following are examples of the main roles performed by front office employees in a large hospitality establishment?
- (A) Promote products and services, guest reservations, counselling
 - (B) Payroll requirements, telephone inquiries, function organisation
 - (C) Guest reservations, telephone inquiries, liaison with other departments
 - (D) Payroll requirements, promote products and services, liaison with other departments
- 6 Which of the following stock control documentation is required to check incoming orders?
- (A) Delivery dockets, invoices, LIFO
 - (B) HACCP, ordering and purchasing, FIFO
 - (C) Invoices, bin cards, computerised stock records
 - (D) Requisitioning, ordering and purchasing, delivery dockets
- 7 From two applicants, a male was chosen for a position instead of a female because there was no risk he could become pregnant.
- What is this an example of?
- (A) Affirmative action
 - (B) Indirect discrimination
 - (C) Allowable discrimination
 - (D) Equal employment opportunity
- 8 Which of the following best describes an industry award?
- (A) Regulations for the service and consumption of alcohol
 - (B) Legal document stating pay, leave and other entitlements
 - (C) Workplace agreement of working conditions, pay scales and entitlements
 - (D) Legal responsibilities of an organisation to ensure safety of an employee

9 Which of the following is the immediate action employees should take when they notice a workplace hazard?

- (A) Control the hazard
- (B) Complete an accident form
- (C) Contact Workcover Authority
- (D) Report it to the OHS committee

10 Which of the following is the most effective procedure for handling customer complaints?



- 11** Which of the following lists contains only examples of perishable foods?
- (A) Bacon, chicken, onions
 - (B) Dried fruit, nuts, seafood
 - (C) Potatoes, milk, strawberries
 - (D) Boiled rice, fish, rump steak
- 12** Which of the following is the most effective key control system for a large hotel?
- (A) Issue master keys to all employees
 - (B) All employees to keep keys at all times
 - (C) Employees' keys labelled with matching door numbers
 - (D) Record employee's name when collecting and returning keys
- 13** Sam enters a room and notices a colleague lying on the floor next to a leaking chemical container.
- What is the immediate action that should be taken by Sam?
- (A) Follow DRABC procedures
 - (B) Check the Material Safety Data Sheets
 - (C) Cover the container and notify the supervisor
 - (D) Contact the receptionist and instruct them to call 000
- 14** At which of the following temperatures do most bacteria grow at the slowest rate?
- (A) -1°C
 - (B) 8°C
 - (C) 37°C
 - (D) 61°C
- 15** The Supervisor of Housekeeping collected a guest's completed questionnaire and discussed the comments at the next team meeting.
- Which of the following does this situation demonstrate?
- (A) Duty of care
 - (B) Team building
 - (C) Quality assurance
 - (D) Grievance procedure

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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.

Marks

Question 16 (7 marks)

A busy restaurant on a Saturday night loses power during a storm and is left in total darkness.

- (a) Identify ONE security breach that may occur in this situation.

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- (b) Identify TWO hazards that may arise in this situation, and demonstrate how these could be controlled.

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Question 17 (7 marks)

- (a) Identify ONE major category of hospitality customers who are considered to have special needs. **1**

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- (b) For the group identified in part (a), recommend and justify strategies that may be used within the hospitality industry to meet their special needs. **6**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (7 marks)

- (a) Identify TWO effective communication skills required when using the telephone to deal with customers from different cultural backgrounds. **2**

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- (b) Demonstrate how an understanding of cultural groups enhances the operation of a hospitality establishment. **5**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (7 marks)

- (a) Propose ONE strategy that an Environmental Health Officer could use to investigate a food poisoning complaint. **1**

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- (b) Compare the hygiene procedures required for TWO different key departments of a hospitality establishment. **6**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Marks

Question 20 (7 marks)

- (a) Outline the responsibilities of a hospitality establishment under the Gaming Machines Act 2001 and Gaming Regulations 2002. **3**

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- (b) Describe TWO ethical issues that could be faced by an employee working in the gaming department of a hospitality establishment. **4**

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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.

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)

In the hospitality industry there are issues of concern within the areas of environment, employment and international tourist markets.

Identify issues of concern within each of these areas, and explain how they are being addressed.

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
-

Question 22 — Commercial Cookery (15 marks)

Analyse the safe work practices, hygienic use of, and maintenance procedures for a range of food processing and cooking equipment.

OR

Question 23 — Food and Beverage (15 marks)

Analyse the selection, preparation and safe use of crockery, glassware and equipment required to prepare and serve a range of non-alcoholic beverages.

OR

Question 24 — Accommodation Services (15 marks)

Analyse the selection, operation and safe use of equipment and supplies for an office and for the servicing of rooms.

End of paper