



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

2006

**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 2–5

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** Which of the following is an environmental hygiene risk?
- (A) Slippery floors
 - (B) Presence of pests
 - (C) Lifting heavy objects
 - (D) Poor personal hygiene
- 2** Which of the following can create a cultural misunderstanding?
- (A) Speaking quietly
 - (B) Clarifying or asking questions
 - (C) Using adequate language skills
 - (D) Using appropriate body language
- 3** Which of the following are forms of written communication?
- (A) Reports, hand movements, electronic mail
 - (B) Delivering messages, internal memos, reports
 - (C) Résumés, marketing brochures, company policies
 - (D) Internal memos, hand movements, personal letters
- 4** What is the first step when making a business telephone call?
- (A) Introduce yourself
 - (B) State the purpose of the call
 - (C) Ask for the person you want to speak to
 - (D) Identify the organisation you are calling from
- 5** Which of the following best describes the main role of the human resources department in a hospitality establishment?
- (A) Promoting facilities and services
 - (B) Monitoring revenue and expenditure
 - (C) Receiving and safely distributing resources
 - (D) Maintaining efficient and adequate staffing

- 6** Which Government Act regulates the provision of product safety and consumer protection?
- (A) The Food Act 2003 (NSW)
 - (B) The Fair Trading Act 1987 (NSW)
 - (C) The Workplace Relations Act 1996 (Commonwealth)
 - (D) The Occupational Health and Safety Act 2000 (NSW)
- 7** Which of the following situations would an Environmental Health Officer have to deal with immediately?
- (A) Extending business trading hours
 - (B) Overflowing external garbage bins
 - (C) Emergency exit blocked with storage boxes
 - (D) Customers hospitalised from food poisoning
- 8** Which of the following is the most appropriate workflow for cleaning a garbage receptacle?
- (A) Rinse, wash, reline, sanitise
 - (B) Rinse, wash, rinse, wipe
 - (C) Wash, rinse, air dry, reline
 - (D) Wash, rinse, sanitise, air dry
- 9** Which of the following is the best procedure for managing excess stock?
- (A) Discard and give to charity
 - (B) Return stock and delete from invoice
 - (C) Notify supplier and store stock appropriately
 - (D) Identify quantity and delete from delivery docket
- 10** Which of the following are hospitality industry-preferred methods of maintaining security in the workplace?
- (A) Cash-handling procedures, guard dogs
 - (B) Lock-down procedures, armed guards
 - (C) Security cards, evacuation procedures
 - (D) Restricted access, sign in/sign out book

- 11** Which of the following sets of factors influence a customer's needs and expectations?
- (A) Age, culture, health, available time
 - (B) Culture, ethics, interpersonal skills, money
 - (C) Health, honesty, environment, available time
 - (D) Money, space, service ethos, personal appearance
- 12** Which situation is covered by public liability insurance?
- (A) A worker injured in the workplace
 - (B) A visitor or guest injured in a venue
 - (C) Faulty goods being produced by the business
 - (D) Damage or loss of property due to theft or vandalism
- 13** What information would be found on a Material Safety Data Sheet?
- (A) Cleaning schedule
 - (B) Equipment storage
 - (C) Sanitising procedure
 - (D) Dilution of chemicals
- 14** Which safe practices should be used in moving goods to storage areas?
- (A) FIFO, stock records, pallet-lifting equipment
 - (B) Lifting techniques, sanitation, correct temperature
 - (C) Lifting techniques, using trolleys, additional staff
 - (D) Using trolleys, additional staff, sanitation
- 15** Which of the following are issues of concern for the hospitality industry?
- (A) Media coverage and emerging markets
 - (B) Professional development and labour issues
 - (C) Government initiatives and information services
 - (D) Environmental awareness and waste minimisation

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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) Define <i>food poisoning</i> .	2
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(b) Explain how the knowledge of food-poisoning bacteria can assist in the prevention of food poisoning.	5
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Question 17 (8 marks)

- (a) Define the role of the Occupational Health and Safety Committee in a hospitality establishment. **2**

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- (b) Explain employee responsibilities under the Occupational Health and Safety Act 2000 (NSW). **6**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (7 marks)

The staff of a large restaurant have recently reported ants on the kitchen benches, and cockroaches and small black droppings in the dry-store area.

- (a) Identify the hygiene risk from the above scenario. **1**

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- (b) Outline the procedures required to minimise this risk, and the implications if it is NOT controlled. **6**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (6 marks)

Explain how successful teamwork can have a positive effect on an establishment in the hospitality industry.

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Centre Number

Section II (continued)

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Student Number

Marks

Question 20 (7 marks)

- (a) Identify TWO different sectors in the hospitality industry. **2**

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- (b) Explain the interrelationship of TWO hospitality industry sectors using industry examples. **5**

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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)

Advances in technology have changed the nature of work.

Analyse the impact of technology on maintaining professionalism, ensuring quality and promoting products and services in 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)

Describe TWO methods of cookery, and for each, explain the causes of common problems and the effect on the nutrient value of food.

OR

Question 23 — Food and Beverage (15 marks)

Describe TWO selling techniques, and for each, explain the implications for customers and hospitality establishments.

OR

Question 24 — Accommodation Services (15 marks)

Describe TWO procedures to deal with reservations, and for each, explain the implications for customers and hospitality establishments.

End of paper