



HOSPITALITY DRAFT SAMPLE EXAMINATION

Section 7 of the *WACE Manual: General Information 2009* outlines the policy on WACE examinations.

Further information about the WACE Examinations policy can be accessed from the Curriculum Council website at <http://www.curriculum.wa.edu.au/internet/Communications/Publications/>.

The purpose for providing a sample examination is to provide teachers with an example of how the course will be examined. Further finetuning will be made to this sample in 2009 by the examination panel following consultation with teachers, measurement specialists and advice from the VET industry specific courses advisory group.

DRAFT

Copyright

© Curriculum Council, 2009

This document—apart from any third party copyright material contained in it—may be freely copied, or communicated on an intranet, for non-commercial purposes by educational institutions, provided that it is not changed in any way and that the Curriculum Council is acknowledged as the copyright owner.

Copying or communication for any other purpose can be done only within the terms of the Copyright Act or by permission of the Curriculum Council.

Copying or communication of any third party copyright material contained in this document can be done only within the terms of the Copyright Act or by permission of the copyright owners.



WACE, Draft Sample Examination 2009
Question/answer booklet

HOSPITALITY
Written paper
Certificate II in Hospitality (SIT20207)

Please place your student identification label in this box

Student Number: In figures

--	--	--	--	--	--	--	--

In words

Time allowed for this paper

Reading time before commencing work: ten minutes
Working time for paper: two and a half hours

Material required/recommended for this paper

To be provided by the supervisor

Question/answer booklet
Multiple-choice answer sheet

To be provided by the candidate

Standard items: pens, pencils, eraser, correction fluid, ruler, protractor, highlighters
Special items: calculators satisfying the conditions set by the Curriculum Council for this subject

Important note to candidates

No other items may be taken into the examination room. It is **your** responsibility to ensure that you do not have any unauthorised notes or other items of a non-personal nature in the examination room. If you have any unauthorised material with you, hand it to the supervisor **before** reading any further.

Structure of this paper

Section	Number of questions available	Number of questions to be attempted	Suggested working time (minutes)	% of paper
One Multiple-choice	20	20	30	20%
Two Short answer	6	6	120	80%
Total marks				100

Instructions to candidates

1. The rules for the conduct of WACE external examinations are detailed in the booklet *WACE Examinations Handbook*. Sitting this examination implies that you agree to abide by these rules.
2. Answer **Section One** questions on the multiple-choice answer sheet provided using a 2B pencil.
3. Answer **Section Two** questions in the question/answer booklet in blue or black ballpoint or ink pen. Wherever appropriate, fully labelled diagrams and examples should be used to illustrate and support your answers.
4. You must be careful to confine your responses to the specific questions asked and to follow any instructions that are specific to a particular question.

Section One: Multiple-choice**20 Marks**

This section contains **twenty (20)** multiple-choice questions. Attempt **all** questions. Please mark the most correct answer as indicated on the multiple-choice answer sheet.

Allow approximately 30 minutes to complete this section.

1. Which one of the following ensures bacteria, and some types of spores, are eliminated or reduced to safe level?
 - (a) disinfectant
 - (b) sanitiser
 - (c) antiseptic
 - (d) detergent

2. Cross-contamination occurs when
 - (a) fly spray is used to eliminate insects around a bain-marie.
 - (b) a meal is left at the servery and then reheated and served.
 - (c) milk is reheated, used and served as a flat white for a customer.
 - (d) unclean hands are used to place a garnish on a customer's plate.

3. The industry recommended pour rate for espresso from an espresso machine is 30ml in
 - (a) 18–22 seconds.
 - (b) 35–40 seconds.
 - (c) 20–25 seconds.
 - (d) 27–32 seconds.

4. Which basket type is most appropriate when back flushing the group heads of an espresso machine?
 - (a) single
 - (b) clean
 - (c) blank
 - (d) double

5. Which one of the following is an appropriate strategy for communicating with a customer who speaks English as a second language?
 - (a) speak clearly and simply
 - (b) speak loudly and clearly
 - (c) speak slowly and kindly
 - (d) speak loudly and simply

See next page

6. Culture is best described as

- (a) the unique characteristics of an ethnic group.
- (b) a group that all think and behave the same way.
- (c) the way in which a group defines themselves.
- (d) characteristics of a group based on their backgrounds.

7. Porter services in a hotel come under which department?

- (a) front office
- (b) housekeeping
- (c) human resources
- (d) security

8. The union that represents most food and beverage hospitality staff in Western Australia is

- (a) the Service Industry Worker's Union.
- (b) the Liquor, Hospitality and Miscellaneous Union.
- (c) the Hospitality, Tourism and Gaming Union.
- (d) the Hospitality, Liquor and Tourism Worker's Union.

9. Internal customers are

- (a) all customers.
- (b) potential customers.
- (c) paying customers.
- (d) work colleagues.

10. You have answered a telephone call from a member of the public. They are thinking of making a dinner booking for tomorrow night, but would like to know what the restaurant has on the menu first.

The **least** appropriate way to fulfil this request is to

- (a) read them a selection from the menu over the phone.
- (b) email a copy to them as an attachment.
- (c) fax them a copy of the menu.
- (d) direct them to the restaurant's website.

11. Family, friends and colleagues of injured workers also suffer a cost. This cost is referred to as a

- (a) financial cost.
- (b) medical cost.
- (c) social cost.
- (d) human cost.

12. The concierge at the Palace Heights Hotel assists a lady to get out of her taxi in front of the hotel. He places her hand luggage on the path behind him, in the way of another patron who trips, but does not hurt himself in the fall.
The correct Occupational Safety and Health term for this situation is a
- (a) risk.
 - (b) near miss.
 - (c) close call.
 - (d) hazard.
13. Which menu item is the best suggestion for a customer who states that they have a wheat intolerance?
- (a) spring fed lamb roast, crunchy golden potatoes, farm fresh string beans, with garlic and red wine gravy
 - (b) spicy Thai beef salad mixed with baby Asian greens served on a bed of rice noodles and drizzled with sesame vinaigrette
 - (c) seasonal vegetable gnocchi tossed through a rich Italian tomato sauce
 - (d) beer batter fish served with sweet potato chips and aioli dressing
14. A traditional accompaniment for pork is
- (a) apple sauce.
 - (b) mint sauce.
 - (c) cranberry sauce.
 - (d) tomato sauce.
15. The type of menu that offers a variety of dishes, customer flexibility in choice and is cooked to order is
- (a) a prix fixe menu.
 - (b) a tasting menu.
 - (c) an à la carte menu.
 - (d) a cyclic menu.
16. An example of an open question is
- (a) 'Did you all enjoy your meals this evening?'
 - (b) 'Did you say that you wanted a smoking or non smoking room?'
 - (c) 'Would you like your mains brought out now, or would you like to wait a little longer?'
 - (d) 'I'm sorry to hear that you didn't enjoy your stay, could you tell me what happened?'

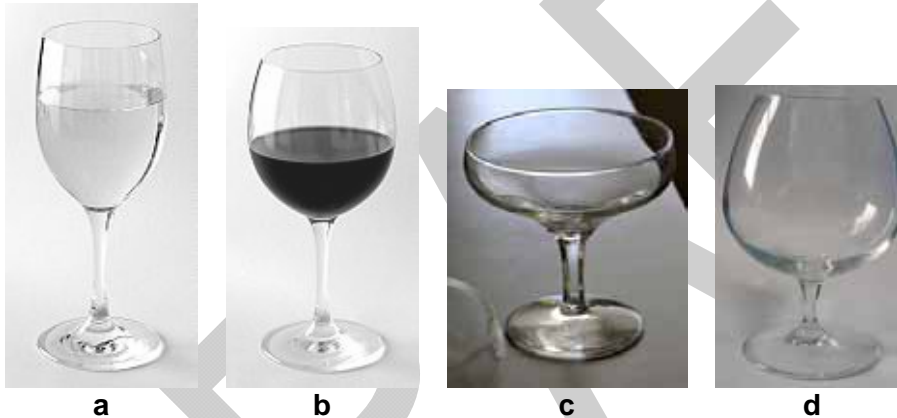
17. Which one of the following can be recycled in relation to food beverage service?

- (a) coffee grinds
- (b) water
- (c) oils and fats
- (d) left over food

18. Which one of the following should a menu **not** be used for?

- (a) suggestive selling and up selling
- (b) judging exact ingredients used within a meal
- (c) making suggestions based on customer input
- (d) for customers to make their own choices

19. Which one of the following pieces of glassware would you use to serve a Riesling?



- (a) a
- (b) b
- (c) c
- (d) d

20. An example of an internal source of workplace information is

- (a) market research.
- (b) a competitor.
- (c) an industry contact.
- (d) a stock order.

END OF SECTION ONE

See next page

Section Two: Short answer

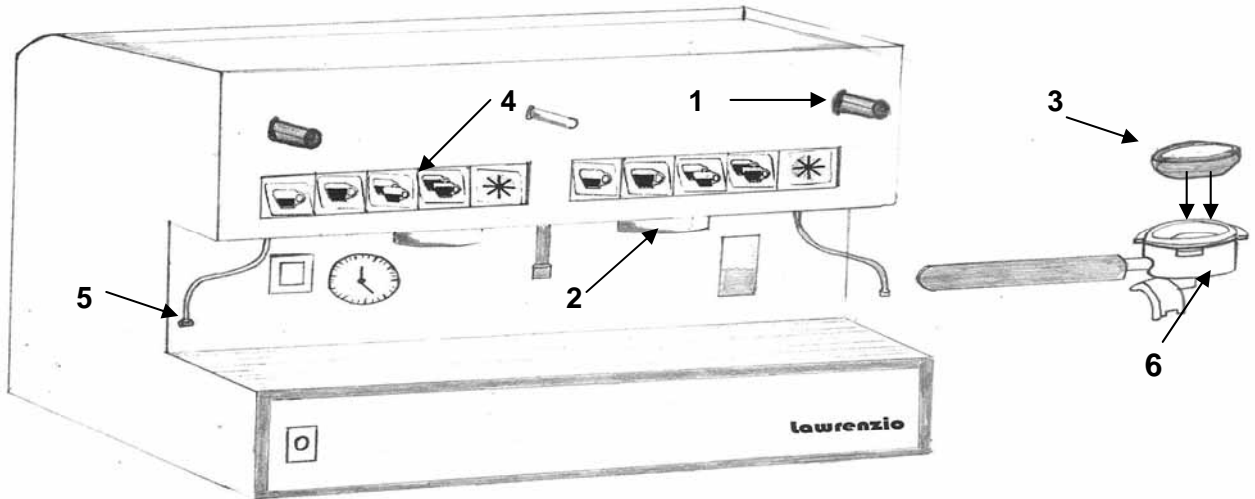
80 Marks

This section has **six (6)** questions. Attempt **all** questions.

Suggested working time: 120 minutes

Question 1

(15 marks)



(a) Using the diagram above complete the following table.

- Name the parts of the espresso machine numbered one (1) to six (6).
- For each numbered part state its function.

(12 marks)

Part	Function
1	
2	
3	
4	
5	
6	

Question 2

(14 marks)

Use the scenario below to answer Question 2.

Caitlin and Paul are flying home to Sydney after a 3 month honeymoon travelling through South East Asia. They have decided to break up the journey by staying overnight in River View Lodge situated close to the domestic airport in Perth.

On arrival they are greeted by Liam, a porter for the lodge. Paul asks if he could arrange for their case of souvenirs to be safely stored until they leave the next day.

They have chosen the 'Flight of Fancy' package detailed below.

Flight of Fancy

(For our interstate or international clients)

\$120 per person

Enjoy a **relaxing stopover** at our award winning lodge. You need not worry about a thing; we will take care of you.

Offer includes:

- **Limousine** pick up and drop off to Perth international or domestic airport.
- **1 night stay** in one of our deluxe double suites. Bubble bath and champagne on arrival.
- **Dinner for two** at Sunsets Restaurant located within the lodge and overlooking the tranquil Swan River.
- A delicious **cooked breakfast** brought to your room.
- Free **full body massage** at our health spa to help you unwind from your flight.

Bookings are essential so that we can anticipate your arrival.

River View Lodge

Kings Hwy, Riverview WA
Call **1800 333 888**

Microsoft clip art

(a) Identify **four (4)** sectors within the lodge that will be involved in the providing this package to Caitlin and Paul.

(4 marks)

1. _____
2. _____
3. _____
4. _____

See next page

(b) Use the table below to state each of the sectors' role or function in delivering the 'Flight of Fancy' package.

(4 marks)

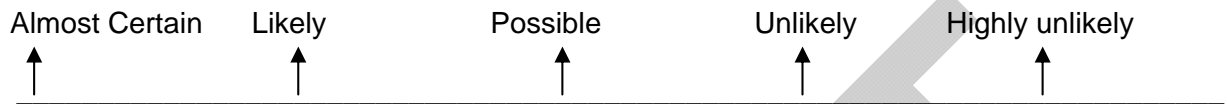
Sector	Role or Function

- (ii) Choose **one (1)** hazard from the scenario and circle the
- likelihood of a harmful incident or accident occurring on the likelihood scale.
 - potential severity of the incident or accident on the severity scale.

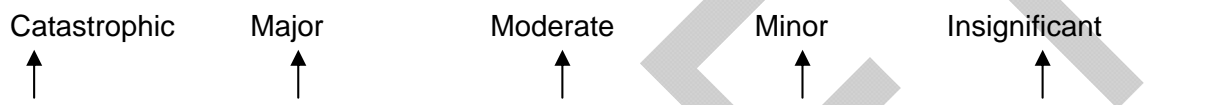
(2 marks)

Indicate your chosen hazard here: _____

Likelihood scale



Severity scale



- (iii) Give **two (2)** possible accidents that could happen as a result of the hazard.

(2 marks)

(iv) Taking into account your selections on the 'Likelihood' and 'Severity' scales, indicate the overall level of risk the hazard poses to clients and colleagues and briefly explain your answer.

Indicate your answer with a tick in the table below (✓)

(4 marks)

Level of risk	Hazard
High risk Unacceptable level of risk. requires immediate action	
Moderate risk Acceptable level of risk on the condition that it is monitored and measures are taken control it	
Low risk Acceptable level of risk. No further action is required	

Explain your answer.

(b) Explain **four (4)** methods that may be used to control the risk that you have identified.

(4 marks)

Question 5

(14 marks)

Use the scenario below to answer Question 5.

A customer approaches you at a busy business function to complain that it is the worst function she has ever been to because

- her name was not on the guest list when she arrived
- she was not allocated a seat at a table
- she couldn't choose the beef main course because they had run out of that option
- she missed out on the dessert all together.

It is obvious to you that the function coordinator has missed her registration and therefore she has not been catered for.

(a) List **five (5)** ways that you can effectively interact and communicate with this customer to avoid conflict.

(5 marks)

1. _____

2. _____

3. _____

4. _____

5. _____

(b) Explain **two (2)** barriers to effective communication that could be faced in this situation. (4 marks)

(c) Outline the steps that you would use to handle this complaint. (5 marks)

(c) Draw a *simple* diagram that illustrates how **one (1)** place setting should be set up for a dinner service that has the following components:

- (i) soup entrée
- (ii) main course
- (iii) complimentary bread
- (iv) dessert
- (v) white or red wine.

Label each part of the diagram.

(5 marks)



END OF PAPER

ACKNOWLEDGEMENTS

Section One—Multiple-choice

Question 19 Image a adapted from: Karwath, A. (2004). *White wine glass*. Retrieved April, 2009, from Wikipedia website: http://en.wikipedia.org/wiki/File:White_Wine_Glas.jpg

Image b adapted from: Karwath, A. (2004). *Red wine glass*. Retrieved April, 2009, from Wikipedia website: http://en.wikipedia.org/wiki/File:Red_Wine_Glas.jpg

Image c from: Fir0002. (2005). *Glass 02*. Retrieved April, 2009, from Wikipedia website: [http://en.wikipedia.org/wiki/Glass_\(drinkware\)](http://en.wikipedia.org/wiki/Glass_(drinkware))

Image d from: Maksim. (2006). *Cognac glass*. Retrieved April, 2009, from Wikipedia website: <http://en.wikipedia.org/wiki/File:Cognac.glass.jpg>

DRAFT