

# 2016 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

## Section I

### Multiple-choice Answer Key

Question	Answer
1	A
2	D
3	B
4	B
5	C
6	C
7	B
8	A
9	C
10	D
11	A
12	D
13	C
14	C
15	B

## Section II

### Question 16 (a)

Criteria	Marks
• Sketches in general terms the desirable characteristics of a stir-fried dish	2
• Provides some relevant information	1

*Sample answer:*

A stir-fried dish is vivid in colour with a glossy appearance. Ingredients are of consistent size and vegetables are crunchy in texture.

### Question 16 (b)

Criteria	Marks
• Provides a detailed explanation of the importance of correctly calculating quantities and required portions when adjusting a standard recipe	3
• Provides an explanation of the importance of correctly calculating quantities and/or required portions when adjusting a standard recipe	2
• Provides limited information about quantities and/or portions	1

*Sample answer:*

Correct calculation of quantities and portions required is essential to maintain consistency of menu items. The quality of a dish can be greatly affected if the calculations are incorrect or adjustments to the standard recipe are not made accurately, eg when adjusting a soufflé recipe to yield 20 portions, if the egg quantity is not calculated correctly, the soufflé will not be to industry standard. This can result in excess waste of ingredients. Accurate cost and profit margins will also be affected if calculations and portion control are inaccurate. Dishes are priced according to portion size. Correct calculations also ensure a consistent portion size for customers.

**Question 17 (a)**

Criteria	Marks
• Sketches in general terms the indicators of freshness and quality for raw poultry	2
• Provides some relevant information	1

**Sample answer:**

The indicators of freshness and quality for raw poultry include a fresh odour, pink, plump, moist flesh, and no slime to the touch. Freshness is also indicated by no evidence of feathers or other foreign matter.

**Question 17 (b)**

Criteria	Marks
• Provides a detailed description of the essential features of stock-rotation practices	3
• Provides a general description of the essential features of stock-rotation practices	2
• Provides limited information about stock rotation	1

**Sample answer:**

Standard operating procedures such as first in first out (FIFO) are used to rotate stock. The features of this procedure ensure all stock is used in order of delivery.

Labelling and dating of stock is also used to track the age of the stock received, eg when fresh cream is received in the kitchen it should be placed behind older cream stock in the cool room to avoid fresher cream being used first and therefore older cream going out of date and becoming waste. Stock levels are recorded.

**Question 18 (a)**

Criteria	Marks
• Clearly identifies the importance for an establishment to keep up with current trends	2
• Provides some relevant information	1

**Sample answer:**

When dining out customers want to experience new and innovative styles of food and food presentation. Keeping up with current trends is a crucial way for an establishment to develop new and repeat customers. Customers expect a unique, on-trend dining experience. Keeping up with current trends ensures the business remains competitive, maintains market share and increases the viability of the business.

**Question 18 (b)**

Criteria	Marks
• Supports a detailed argument for the use of a cyclic menu	3
• Makes an argument for the use of a cyclic menu	2
• Provides limited information about a cyclic menu	1

**Sample answer:**

Cyclic menus are used to cater for a large number of people in establishments such as hospitals, nursing homes and boarding schools. They are used to provide variety and avoid boredom in the menu. Cyclic menus are carefully planned to meet the nutritional needs of the consumer. They are planned well in advance which allows the ordering of food to be streamlined. Cyclic menus are economical because food is ordered in bulk.

**Question 19**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides detailed characteristics and features of menu adjustments that may be required to meet a customer's special requests and dietary requirements</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides general characteristics and features of menu adjustments that may be required to meet a customer's special requests and/or dietary requirements</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides limited information about menu adjustments or dietary requirements</li> </ul>	1–2

**Sample answer:**

There are many menu adjustments that may be required to meet a customer's special requests or requirements. Some customers require meals to suit specific dietary requirements. A person who is vegetarian will expect to have meat-free options available to them on a menu. Customers who have specific needs such as gluten, nut and lactose intolerances will require menu options that do not contain flour, nut or dairy products. It is essential that staff are informed of menu item ingredients that may pose a health risk to their customers. Other customers may require low-fat and low-salt options because of health reasons. Specific religious groups may have dietary restrictions eg pork is not consumed by people of a Jewish or Muslim faith and some Jewish customers require kosher food.

Often customers will expect special requests to be filled to meet personal desires. These can range from elimination of ingredients, substitution of an ingredient, degree of doneness of a steak, smaller portion sizes and the placement of ingredients on a dish, eg a customer may request that their steak is cooked rare and their gravy is served on the side.

**Question 20**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a detailed explanation of possible consequences of a hospitality worker failing to notify employer of contagious illness</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides an explanation of possible consequences of a hospitality worker failing to notify employer of contagious illness</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides limited information on possible consequences of a hospitality worker failing to notify employer of contagious illness</li> </ul>	1–2

**Sample answer:**

To ensure food regulations are met a contagious illness must be reported to employers as it can be easily transferred to other colleagues, food, utensils and equipment. Examples of contagious illnesses include influenza, staph infections and hepatitis. Consequences of this action for the worker are that they will be unwell for a longer period of time and at a higher risk of spreading illness to customers, colleagues, food and work environment. Contaminating colleagues will make them unwell and unavailable for work. This reduces staff availability for shifts and could also impact the quality of food served due to low staff ratios. Poor quality food served will impact on the reputation of the establishment, which may result in reduced business and profits and possible closure. Contaminated customers may report this to the Food Authority, which therefore may result in inspections, prosecution, fines and possibly gaol.

**Question 21 (a)**

Criteria	Marks
• Sketches in general terms the role of Safe Work Australia	2
• Provides some relevant information	1

**Sample answer:**

Safe Work Australia leads the development of national policy to improve WHS and workers compensation arrangements across Australia. It carries out research and promotes consistency in specific WHS legislation developed by each state and territory in Australia.

**Question 21 (b)**

Criteria	Marks
• Provides a detailed explanation of why employees have restricted access to secured areas in a hospitality establishment	3
• Provides an explanation of why employees have restricted access to secured areas in a hospitality establishment	2
• Provides limited information about restricted access in a hospitality establishment	1

**Sample answer:**

Access is restricted to certain employees in a hospitality establishment to maintain safety and security of the work environment, staff, customers and stock. Only trained employees have access to certain areas of an establishment to meet legislative requirements, such as gaming and employees under the age of 18. Certain areas are restricted to all employees due to the nature of the goods being held in that area. For example, the liquor storage is restricted to supervisors to ensure stock is not misused or stolen.

**Question 21 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides detailed characteristics and features of the relevant safe work practices for an individual working with hazardous substances in the hospitality industry</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides general characteristics and features of the relevant safe work practices for an individual working with hazardous substances in the hospitality industry</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides limited information about hazardous substances</li> </ul>	1–2

**Sample answer:**

For an individual working with hazardous substances, procedures must be conducted in a safe manner to ensure that the use of all detergents and chemicals is not a risk. When cleaning bathrooms and toilets it is essential that all workers wear the correct PPE to avoid inhalation of harmful fumes and allergies to skin. Cleaning chemicals must also be diluted at the correct rate to remove any risk of poisoning. The safe disposal of waste must also be considered to avoid personal injury or infection. For example, items that may have been exposed to bodily fluids must only be handled when wearing gloves to be safely disposed of to avoid infection. Further injury must be avoided by using safety signs to warn other workers and customers of potential hazards.

Employees must refer to safety data sheets to ensure the safe handling, application, labelling and storage of hazardous chemicals, eg bleach for use in wet areas.

## Section III

### Question 22 (a)

Criteria	Marks
• Provides a detailed explanation of the role of the NSW Food Authority in ensuring food safety	5
• Provides an explanation of the role of the NSW Food Authority in ensuring food safety	3–4
• Provides limited information about the NSW Food Authority	1–2

#### *Sample answer:*

The NSW Food Authority is responsible for food safety and food labelling practices in NSW. This authority enforces food safety legislation, such as the Food Act 2003 and associated regulations such as the Food Regulation 2015, on all food for sale in NSW. The authority carries out such things as monitoring food safety programs, licensing food businesses and investigating complaints and breaches. The authority is also responsible for food safety handling from harvest to manufacture through processing, transport, storage and wholesale point of sale to consumption. It is the point of contact for food businesses and consumers on all issues about food in NSW. The Food Authority works with local councils to ensure the implementation of food safety legislation and the implementation of the Environmental Health Officers program.

It notifies the public of current food safety risks and breaches and publishes up-to-date information about businesses who have been issued a penalty notice on the authority's name and shame list.

**Question 22 (b)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of the practices necessary to maintain food safety when taking delivery AND preparing food in a commercial kitchen</li> <li>• Uses specific workplace examples</li> </ul>	9–10
<ul style="list-style-type: none"> <li>• Demonstrates a detailed understanding of the practices used to maintain food safety when taking delivery AND preparing food in a commercial kitchen</li> <li>• Uses specific workplace examples</li> </ul>	7–8
<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the practices used to maintain food safety when taking delivery AND preparing food in a commercial kitchen</li> <li>• Uses some workplace examples</li> </ul>	5–6
<ul style="list-style-type: none"> <li>• Provides basic information about the practices necessary to maintain food safety when taking delivery OR preparing food in a commercial kitchen</li> <li>• May provide examples</li> </ul>	3–4
<ul style="list-style-type: none"> <li>• Provides limited information about the practices used to maintain food safety</li> </ul>	1–2

**Answers could include:***Delivery:*

Identifying and monitoring critical control points:

- Visual inspections of packaging and food products eg packaging (intact) and no signs of vermin, goods within use-by date
- Checking invoices and specifications eg correct quantity, size (king prawns)
- Checking temperature eg cold products between 0–4 degrees and freezer below –18 degrees
- Inspection of delivery vehicle eg cleanliness and no cross-contamination evident
- Inspection of temperature of delivery vehicle eg freezer delivery vehicle operating at –18 degrees or below
- Using reputable suppliers eg registered wholesale food suppliers to avoid contaminated products and ensure quality
- Record all critical limits eg time and temperature
- Undertake any corrective action eg reject stock and contact supplier if critical limit is not met.

*Preparation:*

Identifying and monitoring critical control points:

- Visual inspection of food quality while in storage eg use-by dates, stock rotation and food quality
- Maintaining personal presentation standards eg clean uniform and correct use of gloves
- Maintaining personal hygiene standards eg hand washing and covering cuts
- Maintaining environmental hygiene standards eg cleanliness of preparation surfaces
- Monitor preparation times eg chicken breast

- Monitor practices to prevent cross-contamination eg separate cutting boards for raw and cooked items
- Adhere to all standardised operating procedures
- Appropriately label and store prepared food items eg raw peeled prawns labelled with name and date, stored in a well-sealed container
- Store items in an appropriate area eg raw prawns stored under Ready to Eat or raw food items in the cool room.

## Section IV

### Question 23

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of the primary roles of Food and Beverage, Food Production/Kitchen and Human Resources departments</li> <li>Makes evident detailed interrelationships between departments to ensure quality customer service</li> <li>Uses specific industry examples</li> </ul>	13–15
<ul style="list-style-type: none"> <li>Provides a detailed explanation of the primary roles of Food and Beverage, Food Production/Kitchen and Human Resources departments</li> <li>Makes evident interrelationships between departments to ensure quality customer service</li> <li>Uses specific industry examples</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides a sound explanation of the primary roles of Food and Beverage, Food Production/Kitchen and Human Resources departments</li> <li>Provides some understanding of interrelationships between departments to ensure quality customer service</li> <li>Uses industry examples</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Provides basic information about the primary roles of Food and Beverage AND/OR Food Production/Kitchen AND/OR Human Resources departments</li> <li>Provides some interrelationships between departments</li> <li>May provide examples</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Provides limited information about the primary roles of Food and Beverage AND/OR Food Production/Kitchen, AND/OR Human Resources departments</li> </ul>	1–3

#### ***Answers could include:***

##### *Primary roles*

- Food and Beverage:
  - Front-of-house operation that is responsible for the supply of food and drinks
  - In large establishments may be divided into sub-categories of beverages eg bar, restaurants, room service and banquets and function catering
  - This department responsible for tasks such as preparing for service, greeting and seating customers, promoting food and beverage sales, taking orders, collecting payments, maintenance of service areas.
- Food Production/Kitchen:
  - Back-of-house operation that is responsible for preparing meals ordered through the front-of-house as well as room service
  - Cater for larger functions – banquets, functions and room service
  - Operate and maintain commercial cooking equipment, develop menus and costings, order stock and stocktaking, maintain preparation and storage areas
  - May operate 24 hours a day to cater for room service and general food service periods such as breakfast, lunch and dinner.

- Human Resources:
  - Back-of-house department that is responsible for recruiting, training and retaining employees with the establishment
  - Included in this operation is the responsibility for staff rosters, staff records, management of industrial disputes, up to date with current laws and regulations, performance management
  - Ensures code of conduct has been followed
  - Negotiating staff roles
  - Managing staff disputes and leave entitlements.

#### *Interrelationships*

- HR recruits, trains, and organises rosters, maintains personal records and deals with industrial issues eg pays, for staff across the establishment
- Food and Beverage takes food orders and organises front-of-house in a restaurant. They deliver orders to back-of-house, provide time and task management of orders to maintain smooth flow of both departments
- Front-of-house staff are first point of contact for customers and will make the first impression in meeting guests' needs and expectations. If poor level of service at this stage then customer experience will be affected even if food is amazing
- Front-of-house promote the establishment and are the bridge between customers and back-of-house
- HR negotiates incentives for staff and performs staff reviews
- HR and department staff may share interviewing responsibilities for staff recruitment
- All three work together to develop the SOPs for each department
- Consultation for staffing levels during peak and off-season.

#### *Food and Beverage will communicate to Back-of-House:*

- number of guests / size of groups
- dietary requirements
- special requests – cooking degree of doneness
- customer complaint and feedback
- menu feedback eg popular and unpopular dishes
- staff quality assurance feedback eg temperature issues of food
- set menu and a la carte menu guests
- VIP guests and special occasions
- time and task management of front-of-house eg stagger bookings and orders.

#### *Back-of-House will communicate to Food and Beverage:*

- specials and menu variations eg fish of the day
- number of portions remaining
- ingredients and cookery methods used
- staff briefings
- provide staff meals
- special menus eg Valentine's Day
- timing of meal service eg soufflé will take 25 minutes.

# 2016 HSC Hospitality Kitchen Operations and Cookery Mapping Grid

## Section I

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	(Mandatory) Working in the hospitality industry and workplace — working with others – p 42	X							
2	1	(Stream) Kitchen Operations and Cookery — preparation, storage and service – p 72			X		X			
3	1	(Stream) Kitchen Operations and Cookery — food – p 64							X	
4	1	(Mandatory) Safety — incidents, accidents and emergencies – p 33			X				X	
5	1	(Stream) Kitchen Operations and Cookery — cookery methods – p 66							X	
6	1	(Mandatory) Working in the hospitality industry and workplace — working in the industry – p 38							X	
7	1	(Stream) Kitchen Operations and Cookery — preparation – p 65							X	
8	1	(Stream) Kitchen Operations and Cookery — preparation – p 65							X	
9	1	(Stream) Kitchen Operations and Cookery — cookery methods – p 66							X	
10	1	(Mandatory) Safety — incidents, accidents and emergencies – p 32							X	
11	1	(Stream) Kitchen Operations and Cookery — preparation – p 65							X	
12	1	(Stream) Kitchen Operations and Cookery — food – p 64							X	
13	1	(Stream) Kitchen Operations and Cookery — knives – p 63			X					
14	1	(Mandatory) Hygiene — food contamination and food-borne illnesses – p 27			X				X	

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
15	1	(Stream) Kitchen Operations and Cookery — preparation, storage and service – p 72			X		X		X	

**Section II**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16 (a)	2	(Stream) Kitchen Operations and Cookery — cookery methods – p 66							X	
16 (b)	3	(Stream) Kitchen Operations and Cookery — preparation – p 65			X		X		X	
17 (a)	2	(Stream) Kitchen Operations and Cookery — food – p 64							X	
17 (b)	3	(Stream) Kitchen Operations and Cookery — food – p 64			X		X		X	
18 (a)	2	(Stream) Kitchen Operations and Cookery — presentation of food – p 67							X	
18 (b)	3	(Stream) Kitchen Operations and Cookery — menu – p 66			X				X	
19	5	(Stream) Kitchen Operations and Cookery — menu – p 66	X		X		X			
20	5	(Mandatory) Hygiene — reporting – p 27							X	
21 (a)	2	(Mandatory) Safety — work, health and safety – p 29							X	
21 (b)	3	(Mandatory) Safety — security – p 32			X				X	
21 (c)	5	(Mandatory) Safety — safe work practices and procedures – p 32					X	X		

**Section III**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22 (a)	5	(Stream) Kitchen Operations and Cookery — compliance for food businesses and food handlers – p 70							X	
22 (b)	10	(Stream) Kitchen Operations and Cookery — Hazard Analysis and Critical Control Points (HACCP) – p 72			X		X		X	

**Section IV**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
23	15	(Mandatory) Working in the hospitality industry and workplace — nature of the industry – p 37	X	X	X	X	X		X	X