

2017 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Provides a description of the specific use of a paring knife in food preparation	2
• Provides some relevant information	1

Sample answer:

A paring knife is used in the kitchen for small tasks such as peeling, cutting and decorative work.

Question 16 (b)

Criteria	Marks
• Sketches in general terms the procedures to be followed by kitchen staff to eliminate the food safety risk of pest infestation	2
• Provides some relevant information	1

Question 17

Criteria	Marks
• Provides a detailed explanation of the benefits of using a cleaning schedule in a hospitality establishment	5
• Provides an explanation of the benefits of using a cleaning schedule in a hospitality establishment	3–4
• Provides limited information about cleaning schedules	1–2

Sample answer:

Regular cleaning will eliminate hygienic risks and pest infestation ensuring safe food items. A cleaning schedule tracks the full process of when cleaning has taken place and who has completed it and therefore ensures cleaning routines are a systematic efficient approach. Larger scale cleaning is scheduled outside of busy times to ensure minimal disruption to service. A schedule ensures a clean, safe and hygienic workplace and hygienic food items.

Question 18 (a)

Criteria	Marks
• Sketches in general terms how teamwork improves workflow in a commercial kitchen	2
• Provides some relevant information	1

Sample answer:

Staff working as a team towards a common goal will enhance workflow in the kitchen. This is done by assigning tasks and having an agreed procedure for menu items, therefore efficient preparation time. The team should be able to recognise when specific areas need help to fulfil orders at busy times to maintain quality and flow within the kitchen.

Question 18 (b)

Criteria	Marks
• Provides a detailed description of a dry storage environment	3
• Provides a general description of a dry storage environment	2
• Provides limited information about a dry storage environment	1

Sample answer:

This environment needs to be a cool, dry space that is not exposed to direct sunlight or moisture and is free of dust. All shelving should be safely secured to the wall and food items stored off the floor. All goods must be stored in sealed, labelled containers and tins and bottles need to be sorted and stacked neatly on shelves. Spilt food items such as flour and sugar must be cleaned up immediately to eliminate the risk of pest infestation.

Question 19 (a)

Criteria	Marks
• Provides a detailed explanation of the possible causes of producing a poor quality braised product	3
• Provides an explanation for the causes of a poor quality braised product	2
• Provides limited information about a braised product	1

Sample answer:

A poor quality braised product may be due to a loss of liquid or the liquid being too thick. This is due to the temperature being too high during cooking or the lid was not sealed tight enough. If meat has shrunk too much it has been overbrowned or overcooked. A thin consistency means that the braise liquid has not been reduced enough, there is a need for more thickening to be added or too much liquid has been used. Incorrect colour of sauce, either too dark or too pale, means the meat and vegetables have been overbrowned or not browned enough.

Question 19 (b)

Criteria	Marks
• Provides a detailed description of the different methods used to measure wet and dry ingredients to meet industry standards	3
• Provides a general description of the different methods used to measure wet and dry ingredients to meet industry standards	2
• Provides limited information about measuring wet and/or dry ingredients	1

Sample answer:

Dry ingredients should be measured using a cup measure or weighed using scales. If using scales dry ingredients are weighed in either grams or kilograms. Wet ingredients should be measured using a jug and measured at eye level ensuring correct quantity. Modern scales can weigh wet ingredients and are measured in millilitres or litres. Measuring spoons can be used for small quantities of both wet and dry ingredients eg tablespoon of flour.

Question 20 (a)

Criteria	Marks
• Sketches in general terms the essential features of a food safety program	2
• Provides some relevant information	1

Sample answer:

A food safety program is a set of guidelines with the main aim to identify, manage and control risks associated with food safety. For example, controlling temperatures during storage and the cooking times of food.

Question 20 (b)

Criteria	Marks
• Provides a detailed description of the consequences of failing to observe a food safety program	3
• Provides a general description of the consequences of failing to observe a food safety program	2
• Provides limited information about a food safety program or consequences of failing to observe a food safety program	1

Sample answer:

The consequences of the failure to observe a food safety program could be that an establishment stores, prepares and serves food in unhygienic conditions. This may lead to customers receiving poor quality food or food that is contaminated leading to food poisoning or food that is spoiled. This may lead to a loss of profit, fines, poor reputation, possible closure or legal consequences such as imprisonment.

Question 21 (a)

Criteria	Marks
• Sketches in general terms the importance of rostered tasks in a hospitality workplace	2
• Provides some relevant information	1

Sample answer:

Rostered tasks can be specific to a job role. They ensure that daily tasks are completed when required in an efficient and prioritised way. They could occur at different times during a shift.

Question 21 (b)

Criteria	Marks
• Provides a detailed explanation of how workplace policies and procedures can support the principles of equal employment opportunity legislation	7–8
• Provides an explanation of how workplace policies and procedures can support the principles of equal employment opportunity legislation	5–6
• Provides information about how workplace policies and/or procedures can support the principles of equal employment opportunity legislation	3–4
• Provides limited information about equal employment opportunity legislation	1–2

Answers could include:

Principles of EEO:

A system of employment practices where no individuals are excluded from consideration, participation, promotion or benefits because of:

- Age
- Gender identity/sex
- Race
- Breastfeeding status
- Relationship status
- Parental status or family responsibilities
- Religious/political beliefs or activities
- Sexuality
- Pregnancy or potential pregnancy
- Impairment.

Workplace Policies and Procedures:

Aim to create a workplace free from discrimination and harassment by implementing a range of the following policies and procedures:

- Open and transparent recruitment and promotion procedures such as impartial panels, clear deadlines, and fair interview processes
- Fair and equitable rostering of shifts eg overtime is shared, balance of day and night shifts, alternating public holidays
- Workplace grievance policy and procedures
- Uniforms designed to cater for cultural attire eg headscarfs, turbans, long sleeves, differing skirt lengths, colour
- Time given for observation of religious laws eg prayer times, meal times
- Provision of a culturally sensitive staff canteen

- Provision of child care services
- Entitlement to change employment status
- Paid and unpaid maternity and paternity leave
- Provision of unisex toilets supports gender identity
- Provision of a private room to support breastfeeding women
- Disabled access and modified facilities eg disabled toilet and workplace ramps.

Section III

Question 22 (a)

Criteria	Marks
• Provides a detailed justification for the use of a table d’hôte menu for this function	3
• Provides justification for the use of a table d’hôte menu	2
• Provides limited information about a table d’hôte menu	1

Sample answer:

A table d’hôte menu is suitable for the function as it is a type of set menu with limited choice. The menu can be easily planned, ordered and priced. Mise en place and preparation of the menu are known well in advance, allowing for cost-effective ordering and purchasing, efficient preparation and cooking. Service of a table d’hôte menu can be alternate drop, which is suitable for a large function of 100 people.

Question 22 (b)

Criteria	Marks
• Provides a detailed evaluation of the suitability of the menu for guests with special dietary requirements	4
• Provides an evaluation of the suitability of the menu for guests with special dietary requirements	3
• Provides limited information about special dietary requirements	2
• Provides some relevant information	1

Sample answer:

Customers may suffer from an allergy to seafood making the prawn cocktail dish unsuitable. A person who has a peanut allergy will be unable to consume the satay skewers or the peanut brittle served with the crème brûlée. For religious reasons pork, beef or red wine may not be able to be consumed by some guests. Any guests who have an allergy to egg will be unable to consume the pavlova, crème brûlée and the sauce served with the prawn cocktail. A guest who is lactose intolerant will be unable to consume the crème brûlée or pavlova if it is served with cream.

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of workplace procedures used in the mise en place and cooking of one dish from each course of the menu • Makes reference to specific menu items 	8
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of workplace procedures used in the mise en place and cooking of one dish from each course of the menu • Makes reference to specific menu items 	6–7
<ul style="list-style-type: none"> • Demonstrates a sound understanding of workplace procedures used in the mise en place and/or cooking of dishes from the menu • Makes reference to some menu items 	4–5
<ul style="list-style-type: none"> • Provides basic information about workplace procedures used in the mise en place or cooking of menu items • May make reference to some menu items 	2–3
<ul style="list-style-type: none"> • Provides limited information about the preparation of dishes on the menu 	1

Answers could include:

Prawn cocktail with seafood sauce:

- Fresh cooked prawns will need to be peeled and deveined
- Must be kept in cool room on ice until just before service
- Seafood sauce can be prepared in advance, kept covered and labelled in cool room safely for 24 hours
- Lemon wedges to serve can be portioned in advance, kept covered and labelled in cool room safely for 24 hours
- Head of lettuce is separated, washed and dried. Leaves are rolled and sliced finely to chiffonade. Lettuce can be stored, covered and labelled, close to service
- Prawn cocktails are usually presented in a stemmed glass on a bed of chiffonade lettuce, garnished with lemon wedge and seafood sauce. Plating of prawn cocktail must occur just prior to service.

Braised pork belly with seasonal greens and roast apple

- Braised pork belly needs to be started early in the day or may be prepared the day before as it is a long and slow cooking process
- Pork belly is portioned, seasoned and browned in the bratt pan. A suitable liquid such as stock is added with soy sauce and other flavourings to cover half the height of the pieces of pork belly. This is then covered with a tight fitting lid
- Pork braised slowly until tender
- The cooked pork is removed from the bratt pan to rest. The liquid is strained to remove solids and is reduced to make a sauce for the dish
- Seasonal greens are washed, peeled and portioned well in advance, stored in cold water in the cool room. Greens are steamed or blanched and can be used immediately or can be held in a bain marie to keep warm until required
- Apple is washed and cored well in advance, labelled and stored in acidulated water in the cool room. Apples should be seasoned and roasted to be ready just prior to service; quality will be lost if standing too long prior to service.

Crème brûlée with whipped cream and peanut brittle

- The custard can be prepared and baked the day prior to service
- Custard is portioned into ramekins and baked in a water bath in a slow oven until set. It would then be covered, labelled and stored in the cool room
- Peanut brittle can be prepared in advance and stored until function
- Sugar and water are boiled in a saucepan until golden brown. Toffee is spread out onto a lined flat tray and peanuts sprinkled on top. Once set toffee can be broken into shards and stored in an airtight container in the dry storeroom until needed for service
- Cream is poured into a clean bowl and whipped until firm peaks; can be flavoured with icing sugar
- Whipped cream should be prepared on the day of service and must be stored, covered and labelled in the cool room
- Close to service custard is removed from the cool room to allow it to return to room temperature and sugar is sprinkled on top
- Sugar is scorched with a blowtorch and crème brûlée is served with whipped cream and peanut brittle
- Cream is piped onto serving plate and garnished with peanut brittle beside ramekin of crème brûlée.

Section IV

Question 23

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the importance of training in relation to safe work procedures and practices in a large multi-department establishment Provides detailed evidence about the different types of training required for employees in safe work procedures and practices Uses specific hospitality department examples 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of the importance of training in relation to safe work procedures and practices in a large multi-department establishment Provides evidence of the different types of training required for employees in safe work procedures and practices Uses hospitality department examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of the importance of training in relation to safe work procedures and practices in a large establishment Provides some understanding of the different types of training required for employees in safe work procedures and practices Uses industry examples 	7–9
<ul style="list-style-type: none"> Provides basic information about the importance of training in relation to safe work procedures and practices in an establishment Provides some information about training for safe work procedures and practices required for employees May provide examples 	4–6
<ul style="list-style-type: none"> Provides limited information about safe work procedures and practices 	1–3

Answers could include:

Training in safe work procedures and practices is important to:

- prevent injury to self, colleagues and customers
- limit damage to establishment and/or equipment
- can positively affect staff morale
- reduce costs to the establishment for retraining of staff and injury costs eg insurance
- result in compliance of legislation
- benefit the reputation of the establishment
- reduce public liability.

Different types of training relating to safe work procedures and practices:

- WHS induction eg evacuation procedures, lockdown/lockout procedures, security systems, accidents/injuries, first aid
- Adherence to work instructions, workplace policy and standard operating procedures (SOPs) eg disposal of contaminated waste and use of correct signage (cleaning in progress/wet floor)

- Selection, use and maintenance of PPE eg wearing highly visible and protective equipment for maintenance employees (earmuffs, boots, gloves, hats, sunscreen)
- Manual handling techniques within different departments:
 - When working individually, in pairs and with a team:
 - Moving, lifting, carrying and placing items down
 - Working with tools and equipment
 - Bending and twisting
 - Mechanical aids/lifting equipment
 - Undertaking repetitious tasks
 - Legal weight limits when receiving and packing goods eg moving large quantities of fertiliser, food products or housekeeping items
- Ergonomics and posture:
 - Correct placement of equipment such as working with backpack vacuums
 - Sitting and standing positions for reception staff
 - Task rotation
 - Use of adjustable furniture
- Hazardous substances:
 - Correct handling, application, labelling, transport and storage
 - Understanding safety data sheets (SDS)
 - How to correctly store chemicals for housekeeping and kitchen
- Tools and equipment:
 - Appropriate selection, correct use, regular maintenance and correct storage
 - Electrical tagging
- Working with:
 - Electricity
 - Liquid petroleum gas (LPG)
 - Inert gases eg post-mix
- Housekeeping:
 - Clean-up procedures
 - Waste disposal
 - Consideration of WHS and the environment eg environmentally friendly work practices such as recycling, green waste, chemical disposal.

2017 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	(Stream) Kitchen Operations — cookery methods – page 66							X	
2	1	(Stream) Kitchen Operations — food – page 64					X		X	
3	1	(Stream) Kitchen Operations — clean and sanitise – page 69	X	X	X				X	
4	1	(Mandatory) Hygiene — hygienic work practices – page 25						X	X	
5	1	(Mandatory) Hygiene — food contamination and food-borne illnesses – page 26			X				X	
6	1	(Stream) Kitchen Operations — knives – page 63							X	X
7	1	(Mandatory) Safety — work health and safety (WHS) – page 29	X	X		X	X	X		X
8	1	(Stream) Kitchen Operations — food – page 64					X		X	
9	1	(Stream) Kitchen Operations — cookery methods – page 66			X				X	X
10	1	(Stream) Kitchen Operations — preparation – pages 64–65			X				X	
11	1	(Mandatory) Working in the Industry — employment – page 39			X				X	
12	1	(Stream) Kitchen Operations — food – page 64			X		X			X
13	1	(Stream) Kitchen Operations — cookery methods – page 66							X	
14	1	(Mandatory) Working in the Industry — working in the industry – page 38	X				X	X	X	X
15	1	(Stream) Kitchen Operations — hazard analysis critical control points – page 72			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 — knives – page 63							X	X
16 (b)	2	(Stream) Kitchen Operations — clean and sanitise – page 69							X	
17	5	(Stream) Kitchen Operations — cleaning regimes – page 67	X	X			X			
18 (a)	2	(Stream) Kitchen Operations — preparation – page 65	X	X			X			
18 (b)	3	(Stream) Kitchen Operations — food – page 64					X		X	
19 (a)	3	(Stream) Kitchen Operations — cookery methods – page 66			X	X			X	
19 (b)	3	(Stream) Kitchen Operations — preparation – page 65			X				X	X
20 (a)	2	(Mandatory) Hygiene — compliance: food safety program – page 26		X	X		X			
20 (b)	3	(Mandatory) Hygiene — compliance: food safety program – page 26	X		X					
21 (a)	2	(Mandatory) Working in the Industry — work practices – page 40	X		X			X		
21 (b)	8	(Mandatory) Working in the Industry — employment – page 39	X	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)	3	(Stream) Kitchen Operations — menu – page 66			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
22 (b)	4	(Stream) Kitchen Operations — menu – page 66			X		X		X	
22 (c)	8	(Stream) Kitchen Operations — preparation – page 64	X	X			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) Safety — safe work practices and procedures – page 31	X	X					X	