

2018 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Sketches in general terms safe work practices for the storage of hazardous substances	2
• Provides limited information on the storage of hazardous substances	1

Sample answer:

Hazardous substances, such as cleaning chemicals, should be stored in a locked storeroom, in their original container with a clear label and SDS attached. Large heavy containers should be stored on lower shelves. The storeroom should be well lit and ventilated, away from food products.

Question 16 (b)

Criteria	Marks
• Provides a description of the possible consequences of not following waste minimisation techniques in a commercial kitchen	2
• Provides limited information about the possible consequences of not following waste minimisation techniques in a commercial kitchen	1

Sample answer:

If a kitchen uses incorrect portion control, storage of food items, cooking methods, presentation and service, then the profits and yield are affected and excess waste is incurred requiring garbage disposal. Inconsistent meal preparation and presentation will lead to unsatisfied customers and decrease repeat business.

Question 17

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of why dry heat and moist heat methods are used in the cooking of different menu items 	4
<ul style="list-style-type: none"> Provides some explanation of why dry heat and moist heat methods are used in the cooking of different menu items 	2–3
<ul style="list-style-type: none"> Provides limited information about dry heat and/or moist heat methods in the cooking of different menu items 	1

Sample answer:

It is essential to select the correct heat methods when cooking different menu items. This will be directly influenced by the type of menu item being prepared. Cookery methods such as grilling and deep frying are both quick, dry heat methods suitable for small items of food because they will provide the golden brown, crisp texture expected for garlic bread, chicken schnitzel and prawn cutlets. Moist heat methods must be used when cooking larger food items and tougher cuts of meat that require longer, slower, gentler cooking. When preparing menu items such as pork belly or lamb shanks, cookery methods such as braising and stewing would be suitable. These methods allow for the meat to be cooked slowly in a liquid to produce a moist tender product. Moist heat methods such as poaching and steaming are the appropriate methods for softer foods such as eggs and fish as they retain nutritional value and provide a light, easily digestible menu item.

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> Outlines the reasons why a pre-operational check of equipment should be a daily task in a hospitality establishment 	2
<ul style="list-style-type: none"> Provides limited information about the need for pre-operational checks of equipment 	1

Sample answer:

Pre-operational checks of equipment are important to ensure both hygienic and safe work practices each day. They also help to extend the life of equipment, saving the establishment maintenance and replacement costs. Checking the cleanliness of equipment is important to ensure hygiene and avoid cross-contamination. To ensure safe work practices, appliances should be checked for correct assembly and any defects before use eg damaged cords.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed understanding of how cleaning procedures differ at the end of a service period and at the end of a shift 	3
<ul style="list-style-type: none"> Provides some understanding of how cleaning procedures differ at the end of a service period and at the end of a shift 	2
<ul style="list-style-type: none"> Provides limited information about cleaning procedures 	1

Sample answer:

The cleaning procedures carried out at the end of a service period involve preparing the kitchen for the next service period. However, the cleaning procedures done at the end of a shift must ensure that the establishment is thoroughly cleaned and sanitised to be left ready for the next opening time. For example, end of service period cleaning may include cleaning and sanitising benches and equipment eg skim oil in deep fryer; cleaning utensils and service ware; sweeping floor; tying and emptying bins and relining. At the end of a shift, however, it is necessary to clean and sanitise all the premises including food contact surfaces; disassemble and clean down equipment, eg filter oil from deep fryer; clean, turn off and store appliances; wipe out and clean fridges; sweep, mop and hose floor of kitchen and cool room; empty, clean and sanitise bins.

Question 19

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of how a hospitality establishment could benefit from participating in industry accreditation schemes Uses specific workplace example/s 	4
<ul style="list-style-type: none"> Provides an explanation of how a hospitality establishment could benefit from participating in industry accreditation schemes Uses workplace example/s 	2–3
<ul style="list-style-type: none"> Provides limited information about industry accreditation schemes 	1

Sample answer:

Industry accreditation schemes assist customers in identifying establishments that have demonstrated consistently high standards for quality and expertise. A hospitality establishment will benefit by being accredited, as more customers are attracted to the establishment because it is recognised as an industry leader. For example, a restaurant may be certified by the Green Table accreditation scheme indicating they are reducing their negative impacts on the environment. This is particularly important in attracting environmentally aware customers. The Star Ratings Australia scheme ensures that a hotel has met internationally recognised standards and it can be used to publicise their good results. The Australian Good Food Guide Chef Hat Awards recognise the establishment, which follows exceptional guidelines in ingredients, taste, presentation, technique, value and consistency. Establishments are awarded up to three hats, three being exceptional.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed description of the procedures that should be followed to respond to the incident 	4
<ul style="list-style-type: none"> Provides a description of the procedures that should be followed to respond to the incident 	2–3
<ul style="list-style-type: none"> Provides limited information about procedures that should be followed to respond to the incident 	1

Sample answer:

When responding to the incident it is essential to remain calm and follow establishment procedures. The manager or supervisor must be notified as soon as possible. The safety of all customers and staff is the highest priority. Staff should speak calmly to the customer and ask them politely to move to a private area of the establishment, like an office. A minimum of two workers should escort the customer to a private area and make sure it is secure. Other members of staff need to reassure and monitor the remaining diners. Once removed from the main restaurant area, it should be assessed if the customer needs first aid or medical attention. Any concerns of the customer need to be recognised and dealt with. In certain circumstances an ambulance, security or the police may need to be called and evacuation procedures may need to be followed.

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed description of the rights and responsibilities of employees in relation to anti-discrimination legislation 	4
<ul style="list-style-type: none"> Provides a description of the rights and responsibilities of employees in relation to anti-discrimination legislation 	2–3
<ul style="list-style-type: none"> Provides limited information on the rights and/or responsibilities of employees in relation to anti-discrimination legislation 	1

Sample answer:

Under anti-discrimination legislation, employees have various rights. They have a right to a workplace that is free of discrimination and harassment based on race, age, disability, gender, sexuality and carer's responsibilities. This means employees have the right to a merit based selection process ensuring the best candidate is selected. All employees have the right to training and development, equal benefits, conditions and fair processes when dealing with complaints and grievances. Employees also have responsibilities to comply with anti-discrimination procedures within the workplace. They must work to the best of their ability to comply with the Anti-Discrimination Act, 1977, recognise skills and talents of others, respect differences, treat people fairly and report any breaches.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates detailed knowledge and understanding of how employers can support the rights of employees in relation to anti-discrimination in the workplace 	3
<ul style="list-style-type: none"> • Demonstrates some knowledge and understanding of how employers can support the rights of employees in relation to anti-discrimination in the workplace 	2
<ul style="list-style-type: none"> • Provides limited information about how employers can support the rights of employees in relation to anti-discrimination in the workplace 	1

Sample answer:

Employers have the responsibility to support the rights of employees in relation to anti-discrimination. This means they must ensure that discrimination, harassment and bullying do not occur in the workplace, eg equal opportunity rostering and promotional opportunities. They must develop and implement policies, practices and procedures to deal with discrimination and harassment in the workplace, eg grievance procedures, providing training to raise awareness of what constitutes discriminatory, bullying or harassing behaviour. These policies must be reflected in the Code of Conduct of the workplace and employers must also model appropriate conduct in line with these policies.

Question 22

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed proposal for a process to prepare and serve the order to industry standards and within an acceptable timeframe 	7
<ul style="list-style-type: none"> Provides a sound proposal for a process to prepare and serve the order to industry standards and within an acceptable timeframe 	5–6
<ul style="list-style-type: none"> Provides a basic proposal for a process to prepare and serve the order to industry standards and within an acceptable timeframe 	3–4
<ul style="list-style-type: none"> Provides limited information about a process to prepare and/or serve the order 	1–2

Sample answer:

An appropriate process will ensure that the order is prepared to industry standards. This means following efficient kitchen workflow practices, adhering to hygienic work practices, following WHS guidelines, minimising time food spends in the danger zone and ensuring the quality of the food item, eg hot food is served hot and cold food is served cold. The order should be prepared and served to meet an acceptable timeframe of approximately 20 minutes.

- Place vegetables in oven to reheat
- Sauté bacon, onion and chicken
- Add cream and reduce
- Place steak and onion on grill
- Add pre-cooked pasta and parsley to reduction
- Toast bread for sandwich
- Mix and plate roast vegetable salad on warm crockery
- Plate and garnish pasta onto warm crockery
- Butter toast, plate steak and onion, salad and garnish
- Serve all orders at same time.

Section III

Question 23 (a)

Criteria	Marks
• Provides a detailed understanding of the effects of a current trend on the hospitality industry	5
• Provides a sound understanding of the effects of a current trend on the hospitality industry	3–4
• Provides limited information about the effects of a current trend	1–2

Sample answer:

Current trends affect hospitality workplaces, work practices and the delivery of service. ‘Pop-up’ food outlets can provide a dynamic boost to an established business or launch a new venture in a fun and low-cost way. Chefs can experiment with foods and service with little financial risk. Pop-up outlets drive competition in the hospitality industry, exposing customers to diverse cultural experiences perhaps not usually available in their local community. This also increases a business’s customer base and exposure. ‘Pop-up’ food venues are temporary, mobile and informal; meaning that the hospitality workplace has to be flexible. There may be limited access to water, storage facilities and equipment, affecting both the food and beverages served and the work practices used to prepare them. Food hygiene and safety practices must still comply with food legislation by keeping food handling areas clean, storing foods correctly and avoiding cross-contamination.

Answers could include:

Uber Eats, on-line ordering with effects such as:

- increased business
- re-allocation of staff
- quality products
- expanded clientele
- convenience for customers.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive justification of the importance of using environmentally-friendly products and work practices when operating a food stall at a local market 	9–10
<ul style="list-style-type: none"> Provides a detailed justification of the importance of using environmentally-friendly products and work practices when operating a food stall at a local market 	7–8
<ul style="list-style-type: none"> Provides a sound justification of the importance of using environmentally-friendly products and work practices when operating a food stall at a local market 	5–6
<ul style="list-style-type: none"> Provides a justification of the importance of using environmentally-friendly product/s and/or work practice/s when operating a food stall at a local market 	3–4
<ul style="list-style-type: none"> Provides limited information about environmentally-friendly product/s and/or work practice/s when operating a food stall 	1–2

Answers could include:

Making use of environmentally-friendly products and work practices is very important for stalls in local food markets to reduce their costs, minimise wastage and attract customers. There is a need to minimise the impact of the market stall on the environment during the time of operation and ensure that all products and work practices do not leave a negative impact on the local environment. Customers will trust and value market stalls that work towards minimising their environmental footprint. This can be achieved by using:

Environmentally-friendly products:

- Providing service ware made from recycled materials that are recyclable or biodegradable itself, eg cutlery or bowls made from sugar cane plant fibres, which use less energy in their manufacture and are fully biodegradable.
- Selling produce or menu items that are locally grown and sourced reduces negative environmental effects of large-scale production and supports the local economy, eg a food stall can vary its menu seasonally, choosing from heirloom fruits and vegetables.
- Using cleaning products that have minimal negative impact on the environment, eg green products, diluted vinegar as a food grade sanitiser.
- Purchasing and maintaining energy-efficient equipment and lighting, eg energy star rated equipment, energy-efficient LED lighting.

Environmentally-friendly work practices:

- Minimising waste in food preparation by recycling packaging materials, composting food scraps and donating unsold food to local charities, eg recycling cardboard boxes and giving leftovers to OzHarvest.
- Using renewable power sources where possible including solar power or taking advantage of the environment for heating/cooling and lighting, eg have an awning to shade food items.
- Following the food waste hierarchy to reduce, re-use, repurpose, recycle or dispose, eg turning unsold bread into breadcrumbs to sell or use later.
- Having efficient ordering systems so that food is not wasted, relying on 'just in time' or similar practice.
- Utilising effective waste management techniques to transport, deliver, prepare and dispose, eg disposing of rubbish and recyclables at local waste transfer station.
- Following water management practices to use less water and recycle waste water, eg water efficient appliances, rainwater tanks and grey water recycling.
- Using correct portion control and accurate measurement to reduce wastage.

Section IV

Question 24

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive knowledge and understanding of causes and consequences of food-borne illness (food poisoning) in the hospitality industry • Uses specific industry examples 	13–15
<ul style="list-style-type: none"> • Demonstrates a detailed knowledge and understanding of causes and consequences of food-borne illness (food poisoning) in the hospitality industry • Uses specific industry examples 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound knowledge and understanding of causes and consequences of food-borne illness (food poisoning) in the hospitality industry • Uses industry examples 	7–9
<ul style="list-style-type: none"> • Provides general information about causes of and/or consequences of food-borne illness (food poisoning) in the hospitality industry • May provide examples 	4–6
<ul style="list-style-type: none"> • Provides limited information about causes of and/or consequences of food-borne illness (food poisoning) in the hospitality industry 	1–3

Answers could include:

Food-borne illness (food poisoning) is caused by eating food that has been contaminated by pathogenic bacteria or viruses. It can also be caused by eating naturally poisonous foods or ingesting chemicals.

Main causes include:

- Consumption of bacteria such as E coli, listeria and salmonella.
- Consumption of food that has been infected by a virus such as rotavirus or hepatitis A.
- Consumption of toxins produced by bacteria such as clostridium botulinum, bacillus cereus, and clostridium perfringens.
- Levels of bacteria, viruses and toxins rise to an unsafe level for consumption when food is stored, prepared, cooked and served in an unhygienic environment or not using hygienic work practices in the industry.
- Sourcing cheap, contaminated raw products from disreputable suppliers.
- Bacteria grow when conditions are right: There is a presence of moisture in food, the temperature is between 5–60°C, neutral pH, and time in these conditions allows these bacteria to multiply by mitosis.
- Cross-contamination, eg cutting raw chicken and salad vegetables on the same cutting board. The chef shaping meatballs using bare hands with an open wound on their thumb. A kitchen worker comes to work after vomiting all night due to a virus.
- Incorrect storage and handling – bacteria multiply rapidly in the danger zone (5–60°C). If food is allowed to sit or is stored at this temperature levels of bacteria become unsafe rapidly. Levels can double every 20 minutes.
- Foods must be kept below 4°C or held above 60°C to ensure they are safe to eat.
- Time preparing food must also be monitored, eg 2 hour/4 hour rule.

- All stored food must be labelled correctly and stored in the correct way, eg raw foods below cooked foods in the cool room.

Consequences:

- The consequences of a food poisoning outbreak can be very serious and affect a large number of people, eg salmonella outbreak on a cruise ship.
- Customers can become ill with mild or severe symptoms, which include stomach cramps, fever and vomiting. Worst-case scenario, symptoms can be fatal.
- Customers who are elderly or frail, pregnant women and young children can become seriously ill from food poisoning.
- Investigation from the NSW Food Authority, which may result in fines, closure and litigation.
- Loss of trust by customers, which can result in reduced business, reduced profits and business failure.
- Poor staff morale as a result of bad press, loss of reputation and loss of business.

Any incident of food poisoning will have a negative effect in the hospitality industry with implications for the customer, employees and individual establishments. Extreme cases of food poisoning are a concern for local and state government bodies and result in social and economic costs in the community. Other implications could also be changes to policy and legislation to protect and maintain a safe food supply and avoid further serious incidences of food poisoning occurring. Long-term implications of NSW Food Authority penalties may include closure of business, expensive fines or gaol sentences.

2018 HSC Hospitality Kitchen Operations and Cookery Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	(Stream) Kitchen operations and cookery — knives – page 59
2	1	(Stream) Kitchen operations and cookery — preparation – page 61
3	1	(Mandatory) Safety — incidents, accidents and emergencies – page 33
4	1	(Stream) Kitchen operations and cookery — food – page 60
5	1	(Stream) Kitchen operations and cookery — preparation – page 60
6	1	(Stream) Kitchen operations and cookery — presentation of food – page 63
7	1	(Stream) Kitchen operations and cookery — cookery methods – page 62
8	1	(Stream) Kitchen operations and cookery — food – page 60
9	1	(Mandatory) Working in the hospitality industry and workplace — working in the industry – page 37
10	1	(Mandatory) Working in the hospitality industry and workplace — hospitality worker – page 38–39
11	1	(Stream) Kitchen operations and cookery — preparation – page 60
12	1	(Mandatory) Hygiene — hygienic work practices – page 25
13	1	(Stream) Kitchen operations and cookery — cookery methods – page 62
14	1	(Stream) Kitchen operations and cookery — equipment for food preparation and cookery – page 59
15	1	(Mandatory) Safety — WHS compliance – page 29

Section II

Question	Marks	HSC content – focus area
16 (a)	2	(Stream) Kitchen operations and cookery — clean and sanitise – page 65
16 (b)	2	(Stream) Kitchen operations and cookery — preparation – page 61
17	4	(Stream) Kitchen operations and cookery — cookery methods – page 62
18 (a)	2	(Stream) Kitchen operations and cookery — equipment for food preparation and cookery – page 59
18 (b)	3	(Stream) Kitchen operations and cookery — cleaning regimes – page 63-64
19	4	(Mandatory) Working in the hospitality industry and workplace — working in the industry – page 38
20	4	(Mandatory) Safety — incidents, accidents and emergencies – page 33
21 (a)	4	(Mandatory) Working in the hospitality industry and workplace — anti-discrimination – page 38
21 (b)	3	(Mandatory) Working in the hospitality industry and workplace — anti-discrimination – page 38
22	7	(Stream) Kitchen operations and cookery — preparation – page 61

Section III

Question	Marks	HSC content – focus area
23 (a)	5	(Mandatory) Working in the hospitality industry and workplace — nature of the industry – page 36
23 (b)	10	(Stream) Kitchen operations and cookery — preparation – page 61 – Commercial kitchen work environment – page 63

Section IV

Question	Marks	HSC content – focus area
24	15	(Mandatory) Hygiene — food contamination and food-borne illnesses – pages 26–27