

2019 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16

Criteria	Marks
<ul style="list-style-type: none"> • Sketches in general terms the importance of a Responsible Conduct of Gaming/Gambling (RCG) qualification 	3
<ul style="list-style-type: none"> • Provides some understanding of the importance of a Responsible Conduct of Gaming/Gambling (RCG) qualification 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Having staff trained in Responsible Conduct of Gaming (RCG) helps to ensure compliance with the Gaming Machines Act 2001 (NSW) and reduce gambling related issues. It also promotes safety (harm minimisation) in venues where there are gaming machines.

Question 17

Criteria	Marks
<ul style="list-style-type: none"> • Provides a detailed description of the knowledge and skills required for the specific job role 	4
<ul style="list-style-type: none"> • Provides a general description of the knowledge and skills required for the specific job role 	3
<ul style="list-style-type: none"> • Provides a basic description of the knowledge and/or skills required for the specific job role 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Specific job roles could include but not limited to: chef, manager, receptionist, concierge, maître d, housekeeping attendant, wait staff, barista.

Answers could include:

Dishwashing attendant:

Knowledge – should have knowledge of food safety and hygiene procedures. They should have knowledge of WHS procedures including the correct use of chemicals and equipment. They should have a holistic understanding of service period requirements and menu items being prepared.

Skills – need to be able to work efficiently, independently and co-operatively. They need to be able to communicate effectively and work as part of the brigade during the service period. Operate cleaning equipment in accordance with manufacturer's instructions and establishment procedures.

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Sketches in general terms features of communication to ensure effective workflow in a commercial kitchen 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Communication should be expressed clearly using industry terminology in a timely manner. For example the Head Chef at the pass must clearly call orders to different sections of the kitchen. Staff within the kitchen must respond to the Head Chef immediately to indicate the order has been received.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Provides a clear understanding of the effects of poor workflow on colleagues in commercial kitchen 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Answers could include:

Poor workflow can lead to many negative effects on colleagues. Poor workflow can lead to:

- Breakdown in sequencing of orders in the kitchen – will cause stress to colleagues when trying to catch up and present menu items
- Conflict can occur between colleagues if workflow procedures are poor
- When meals are returned to the kitchen colleagues can feel extra strain to reproduce meal putting more strain on timing
- Low morale can result from poor customer feedback when meals are of poor quality due to poor workflow.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> • States the meaning and identifies the essential qualities of the term <i>recyclable products</i> • Uses a specific hospitality industry example 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Recyclable products are made from materials that can be reprocessed into a new product.

Eg all glass bottles and jars can be recycled and processed into other glass products.

Question 19 (b)

Criteria	Marks
• Provides a detailed description of the strategies employed in the kitchen area of a restaurant to manage water and energy use	3
• Provides a description of the strategies employed in the kitchen area of a restaurant to manage water and energy use	2
• Provides some relevant information	1

Sample answer:

Installing low flow tap fittings and purchasing water efficient dishwashers helps to manage water use and keep it to a minimum. Turning off all equipment at the end of the day and using equipment with an energy saver mode are strategies to keep energy use to a minimum. Installing sensor lights in cool rooms and dry stores that turn off after an employee has exited also saves energy.

Answers could include:**Water**

- Rinsing crockery in a sink of water instead of under running water
- Make sure taps do not drip
- Run the dishwasher when full
- Spring-loaded taps in the sink
- Use of cold water when appropriate rather than hot.

Energy

- Regular maintenance and cleaning to ensure efficient running of equipment
- Defrost fridges and freezers regularly to maintain efficient operation
- Use of natural gas appliances where possible.

Question 19 (c)

Criteria	Marks
• Provides a detailed description of the benefits to the establishment of environmentally-friendly work practices employed in a commercial kitchen	3
• Provides a general description of the benefits to the establishment of environmentally-friendly work practices employed in a commercial kitchen	2
• Provides some relevant information	1

Sample answer:

Benefits to the establishment include the reduction of costs and overheads making the business more viable and profitable in a highly competitive market. Being environmentally friendly builds a positive reputation with customers and makes the restaurant eligible for industry accreditation schemes eg Green Table which recognises the establishment's focus on reducing their impact on the environment. Staff morale is built when working in a responsible environmentally-friendly workplace.

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> Clearly states why salamanders are regularly used in the preparation of menu items in a commercial kitchen 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Salamanders are used to grill, brown, gratinate and toast a range of menu items. They are a multi-use piece of equipment that is used to finish off food quickly, eg toasting garlic bread, gratinating seafood mornay, browning and crisping fish skin.

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> Sketches in general terms the characteristics of poached foods 	3
<ul style="list-style-type: none"> Provides limited information about the characteristics of poached foods 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Poached foods are moist and glossy. Tender and good quality produce is most suitable and will remain tender and intact when poached. Poached foods should have a subtle flavour of the poaching liquid. For example poached eggs – bright moist firm white with a runny yolk. Should be a natural round shape.

Question 20 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of the effect that food presentation has on a customer's level of satisfaction during a dining experience 	3
<ul style="list-style-type: none"> Provides an explanation of the effect that food presentation has on a customer's level of satisfaction during a dining experience 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The way a meal is presented creates the first impression for the customer and makes them want to taste the food. When food is beautifully presented a customer's senses are activated giving them the desire to consume the meal. When food is poorly presented the customer forms a negative first impression of the meal, which may lead to a low level of satisfaction with their dining experience.

Question 21

Criteria	Marks
• Provides a comprehensive explanation of the conditions conducive to food spoilage and contamination	8
• Provides a detailed explanation of the conditions conducive to food spoilage and contamination	6–7
• Provides a sound explanation of the conditions conducive to food spoilage and contamination	4–5
• Provides limited information about the conditions conducive to food spoilage and/or contamination	2–3
• Provides some relevant information	1

Answers could include:

The conditions that are conducive to food spoilage and contamination are:

- Food Spoilage:
 - Natural enzymatic breakdown
 - Incorrect storage
 - Shelf life
- Contamination
 - Microbiological (bacterial, viral and toxins)
 - pH neutral (7)
 - High in moisture
 - Protein rich
 - Temperature
 - Time
 - Exposure to oxygen
- Chemical – presence of insecticides, pesticides and cleaning chemicals
- Physical – presence of foreign items in food, eg rodent faeces, hair, fingernails, Band-Aid
- Food spoilage occurs naturally as produce is harvested or slaughtered. Natural food spoilage can be slowed, but not stopped, by storing the produce in optimal storage conditions. Conditions conducive to food spoilage include incorrect storage, food handling practices and poor stock rotation practices.
 - When foods are stored at incorrect temperature food spoilage is accelerated eg milk left on the bench for longer than two hours will reduce quality and shelf life.
 - When food is not handled correctly, eg bruising of soft fruit and vegetables, food spoilage is accelerated, eg bananas and avocados.
 - When FIFO (LIFO) principles are not implemented older stock can be kept past its optimal use by / best before date, eg seafood delivered is stored in front of older produce.
- Food contamination occurs when physical, chemical or microbiological contaminants are introduced to the produce.
 - Physical contamination is most likely to occur when personal and environmental hygiene procedures are not followed, eg hair can easily fall into food when hairnets or chef's hat is not worn or tied back appropriately when serving food.
 - If cleaning schedules are not adhered to conditions can be conducive to rodent infestation.

- Chemical contamination is most likely to occur when cleaning products are used and stored incorrectly, eg incorrect dilution of bleach used to sanitise benches may lead to contamination of food being prepared on that work surface.
- Insecticides used to control insects may contaminate food if sprayed excessively during food preparation.
- Microbiological contamination is most likely to occur when environmental conditions are favourable to microbe growth: pH neutral (7), high in moisture, protein rich, temperature, time, exposure to oxygen.
- Temperatures between 5–60°C are most conducive to microbial growth which can lead to dangerously high levels of bacteria in food.
- The likelihood of cross-contamination is increased when eg using the same chopping board for slicing raw and cooked meat.

Section III

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Sketches in general terms how a batter would be prepared and stored to be used in the Tempura Vegetables recipe 	3
<ul style="list-style-type: none"> • Provides limited information about how a batter would be prepared and stored to be used in the Tempura Vegetables recipe 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Batters are a basic menu item prepared in a commercial kitchen. A tempura batter is a combination of flour and carbonated or iced water mixed until combined. The batter is of pouring consistency. Tempura batter must be kept ice cold during preparation to ensure a very light crisp product by storing over a bowl of ice. Tempura batter can only be stored for the service period.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Calculates all quantities correctly for the order required 	3
<ul style="list-style-type: none"> • Calculates some quantities correctly for the order required 	2
<ul style="list-style-type: none"> • Calculates a quantity correctly for the adjustment required 	1

Sample answer:

Quantities required are:

Tempura batter – 720 mL

Capsicums – 1½

Sweet Potato – 360 g

Broccolini – 480 g

Eggplant – 360 g

Button mushrooms – 24

Soy sauce – 120 mL

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the possible causes and indicators of problems when cooking battered menu items and the corrective actions required to improve the product 	9
<ul style="list-style-type: none"> Provides a detailed explanation of the possible causes and indicators of problems when cooking battered menu items and the corrective actions required to improve the product 	6–8
<ul style="list-style-type: none"> Provides an explanation of the possible causes and/or indicators of problems when cooking battered menu items. May provide some corrective actions required to improve the product 	3–5
<ul style="list-style-type: none"> Provides limited information about cooking battered menu items 	1–2

Answers could include:

Common causes and indicators of problems when deep-frying are:

- Soggy, fatty product – due to oil temperature not hot enough, food not sealed when cooked, not drained for appropriate length of time, batter not ice cold
- Burnt batter due to oil temperature too hot
- Cooking time too short to cook menu items fully
- Batter falling off – due to oil temperature not being hot enough
- Batter consistency too thick not producing a light, crisp texture
- Crumbs left in deep fryer indicates batter consistency too thick
- Batter not coating menu items prior to cooking – due to batter too thin.

Corrective actions:

- Measure batter quantities accurately as per standard recipe card to ensure consistency
- Batter is just combined, not over mixed
- Coat food immediately prior to cooking, serve immediately once cooked
- Deep fryer is cleaned and maintained to industry standards
- Oil is skimmed regularly and filtered daily to remove debris
- Oil is changed as required to maintain flavour quality
- Deep fryer is heated to correct temperature between 150–190°C and a batch test carried out prior to service period
- Cooked items are drained of excess oil and served immediately while hot and crisp.

Section IV

Question 23

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the legal and ethical obligations of workers in three departments in a hospitality establishment Uses specific hospitality industry examples 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of the legal and ethical obligations of workers in three departments in a hospitality establishment Uses hospitality industry examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of the legal and ethical obligations of workers in at least two departments in a hospitality establishment Uses hospitality examples 	7–9
<ul style="list-style-type: none"> Provides basic information about the legal and/or ethical obligations of workers in department(s) of a hospitality establishment May provide examples 	4–6
<ul style="list-style-type: none"> Provides limited information about legal and/or ethical issues 	1–3

Answers could include:

Legal obligations: Hospitality employees have legal obligations every time they attend a rostered shift. There are many pieces of legislation that apply to hospitality establishments that must be complied with by all workers.

Legislation:

- *Food Act 2003 (NSW)* (as amended)
- *Food Regulation Act 2015 (NSW)* (as amended)
- *Food Safety Standards* (Australia only) – Australia New Zealand Food Standards Code
- Australia New Zealand Food Standards (ANZFS) Code ('the Code')
- *Work Health and Safety Act 2011 (NSW)* (as amended)
- *Work Health and Safety Regulation 2011 (NSW)* (as amended)
- *Privacy Act 1988 (Cth)* (as amended)
- Food and beverage – employees who are required to serve alcohol must hold a RSA qualification
- Food production/kitchen – a chef adhering to the Food Act 2003 and Food Regulation Act 2015, eg following workplace HACCP procedures
- Housekeeping – must comply with the Privacy Act 1988, eg not sharing personal information of a customer
- Human resources – must comply with training requirements of Work Health and Safety (WHS) legislation, eg all staff complete mandatory induction and details are recorded accurately
- Maintenance – employees are obliged to comply with WHS procedures, eg use and wear supplied PPE when mowing the lawns at a resort.

Ethical Obligations: A set of socially acceptable standards that define a moral course of action. Knowing the difference between right and wrong. When working in the hospitality industry employees have the ethical obligation to all stakeholders, employer, customers, colleagues. Ethical behaviours apply to all departments within a hospitality establishment.

These could include:

- Respect the autonomy of other persons with respect to their decision-making process, eg religious or cultural beliefs
- Value the differences between persons, eg not ignoring a colleague because of their accent
- Respect for others' property, eg not using other colleague's equipment without permission
- Refraining from abuse against others, eg not swearing at a colleague
- Staff calling in sick without a genuine reason, eg going to a concert on Saturday night instead of working
- Food and beverage staff following workplace policy in relation to tipping, eg sharing of tips according to workplace policy
- Food production/kitchen – meals are prepared and are an accurate representation of menu description, eg gluten free items are 100% gluten free, Australian king prawns are actually sourced in Australia
- Housekeeping – respecting guests' personal property when cleaning rooms, eg not sampling guest's perfume
- Human resources – ensure that rostering is fair in relation to shift allocation, eg same employee receiving every Saturday night off
- Maintenance – appropriate use of resources and equipment, eg do not take the yard equipment home for personal use without permission.

2019 HSC Hospitality Kitchen Operations and Cookery Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	(Mandatory) Hygiene — food contamination and food-borne illness – pages 26–27
2	1	(Stream) Kitchen operations and cookery — equipment for food preparation and cookery – page 59
3	1	(Mandatory) Working in the industry — employment – page 37
4	1	(Stream) Kitchen operations and cookery — equipment for food preparation and cookery – page 59
5	1	(Stream) Kitchen operations and cookery — cookery methods – page 62
6	1	(Stream) Kitchen operations and cookery — food – page 60
7	1	(Stream) Kitchen operations and cookery — food – page 60
8	1	(Stream) Kitchen operations and cookery — preparation – page 61
9	1	(Stream) Kitchen operations and cookery — food – page 60
10	1	(Stream) Kitchen operations and cookery — compliance for food businesses and food handling – page 66
11	1	(Mandatory) Safety — incidents, accidents and emergencies – page 33
12	1	(Stream) Kitchen operations and cookery — clean and sanitise – page 65
13	1	(Stream) Kitchen operations and cookery — preparation, storage and service – page 68
14	1	(Mandatory) Safety — safe work procedures and practices – page 32
15	1	(Mandatory) Safety — safe work procedures and practices – page 32

Section II

Question	Marks	HSC content – focus area
16	3	(Mandatory) Working in the hospitality industry and workplace — working in the industry – page 37
17	4	(Mandatory) Working in the hospitality industry and workplace — employment – page 37
18 (a)	2	(Stream) Kitchen operations and cookery — preparation – page 61
18 (b)	2	(Stream) Kitchen operations and cookery — preparation – page 61
19 (a)	2	(Stream) Kitchen operations and cookery — environmentally sustainable work practices – page 61
19 (b)	3	(Stream) Kitchen operations and cookery — preparation; cooking process; environmentally sustainable work practices – page 61
19 (c)	3	(Stream) Kitchen operations and cookery — preparation; cooking process; environmentally sustainable work practices – page 61
20 (a)	2	(Stream) Kitchen operations and cookery — equipment for food preparation and cookery – page 59
20 (b)	3	(Stream) Kitchen operations and cookery — cookery methods – page 62
20 (c)	3	(Stream) Kitchen operations and cookery — presentation of food – page 63

21	8	(Mandatory) Hygiene — food contamination and food-borne illness – page 26
----	---	---

Section III

Question	Marks	HSC content – focus area
22 (a)	3	(Stream) Kitchen operations and cookery — food – page 60
22 (b)	3	(Stream) Kitchen operations and cookery — preparation – page 61
22 (c)	9	(Stream) Kitchen operations and cookery — cooking process – page 62

Section IV

Question	Marks	HSC content – focus area
23	15	(Mandatory) Working in the hospitality industry and workplace — working in the industry and nature of the industry – page 36