
2020 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies the types of fire extinguishers suitable to use on a fat or oil fire 	2
<ul style="list-style-type: none"> Provides limited information about the types of fire extinguishers to use on a fat or oil fire 	1

Sample answer:

The preferred types of fire extinguishers that are suitable to use on fat or oil fires are wet chemical and B/E dry chemical. Carbon dioxide and foam extinguishers can also be used.

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Outlines the purpose of the code of practice related to manual handling 	2
<ul style="list-style-type: none"> Provides limited information about the code of practice related to manual handling 	1

Sample answer:

The purpose of the code of practice related to manual handling is to provide practical guidance for managing risks associated with manual tasks that have the potential to cause or contribute to injury or illness.

Question 16 (c)

Criteria	Marks
<ul style="list-style-type: none"> Outlines a range of strategies that establishments could use to ensure the security of personal customer information 	3
<ul style="list-style-type: none"> Identifies some strategies that establishments could use to ensure the security of personal customer information 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Establishments collect and store information required on secure computerised systems using encryption technologies to protect data. Give staff limited access to stored information to reduce the risk of personal details being leaked. All staff and internal third parties are regularly trained in compliance policy. In some cases, staff and contractors are required to sign confidentiality agreements to maintain employment within the establishment.

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of why washing vegetables is an effective method in preventing food contamination 	3
<ul style="list-style-type: none"> Provides some explanation of why washing vegetables is an effective method in preventing food contamination 	2
<ul style="list-style-type: none"> Provides some relevant information about why washing vegetables is an effective method in preventing food contamination 	1

Sample answer:

When vegetables are washed correctly dirt and insects are removed, reducing the risk of physical contamination. When dirt is removed from vegetables, the risk of microbiological contamination is reduced as any infected soil or dirt is removed. Insecticides or chemicals used during the growing of the vegetables are removed or diluted to a very safe level when the vegetables are washed.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> Demonstrates a comprehensive understanding of the impact of online food order and delivery services on the hospitality industry 	5
<ul style="list-style-type: none"> Demonstrates a sound understanding of the impact of online food order and delivery services on the hospitality industry 	3–4
<ul style="list-style-type: none"> Provides some relevant information about the impact of online food order and delivery services on the hospitality industry 	1–2

Sample answer:

The use of online food order and delivery services can lead to increased business for the establishment and an expanded clientele as the service can deliver the food beyond the restaurant location. Customers can choose to order food more often without the need to leave home as the variety of choices is increased, therefore increase business for the industry. The increase in orders may also lead to a busier establishment, requiring more staff and longer opening hours. The establishment needs to strengthen their quality assurance processes as the business expands. Competition between local establishments increases when used with effective advertising. The threat of not being able to meet demand could have a negative impact on the establishment.

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> States the reason why it is important to reset the scale display to zero before weighing ingredients 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

It is important to reset the scale display to zero to ensure that the weight of all ingredients is measured accurately. It ensures the weight of the bowl or equipment is not included in the weight of the ingredient being measured.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Accurately completes table of information associated with each different type of food 	3
<ul style="list-style-type: none"> Completes some information associated with each different type of food 	2
<ul style="list-style-type: none"> Completes limited information associated with each different type of food 	1

Sample answer:

Food Type	Examples	Indicators of freshness	Use in different dishes
Meat	Beef	<i>Bright red colour, moist, no distinct odour</i>	<i>Beef Wellington, Spaghetti Bolognese (any two)</i>
Dry Goods	Rice	Free of weevils	<i>Risotto, pilaf, fried rice, arancini (any one)</i> <i>Sauces and baked cakes and pastries</i>
	Flour	Free of weevils	
Vegetables	Spinach	<i>Firm crisp bright green leaves, not wilted, free of insects and blemishes</i>	<i>Spanakopita, creamed spinach, eggs benedict (any two)</i>

Question 19 (a)

Criteria	Marks
• Provides a detailed description about how to thaw, reheat and hold a tray of lasagne	3
• Provides a general description about how to thaw, reheat and hold a tray of lasagne	2
• Provides some relevant information	1

Sample answer:

To thaw the tray of lasagne it should be placed in the cool room at least 24 hours before it is required, which allows time to thaw lasagne without being in the temperature danger zone. To reheat the lasagne it should be reheated to 75°C quickly, and then held above 60°C for holding and serving. Staff should monitor the holding temperature and dispose of lasagne after two hours or if the lasagne looks dry and visually unappealing.

Question 19 (b)

Criteria	Marks
• Demonstrates a detailed understanding of the impact of poor restaurant workflow on back-of-house service	3
• Demonstrates some understanding of the impact of poor restaurant workflow on back-of-house service	2
• Provides some relevant information	1

Sample answer:

The impacts of poor workflow in the restaurant on back-of-house service may include:

- Having to remake dishes
- Frustration for the back-of-house area that can affect teamwork
- Delays in preparing other orders that have already been received
- Increased pressure within the working environment
- Increased likelihood of mistakes and accidents
- Low staff morale.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed proposal of how hospitality establishments can ensure staff are proactive in supporting cultural diversity in customer interaction Provides relevant industry examples 	4
<ul style="list-style-type: none"> Provides a proposal of how hospitality establishments can ensure staff are proactive in supporting cultural diversity in customer interaction Provides relevant industry examples 	3
<ul style="list-style-type: none"> Makes general statements about how hospitality establishments can ensure staff are proactive in supporting cultural diversity in customer interaction May provide examples 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Answers could include:

- Choice of cleaning product – use cleaning products that do not contain potentially hazardous ingredients and are readily biodegradable.
- Choice of cleaning equipment – use equipment that minimises packaging, or contains non-toxic substances.
- Employment practices – ensure that working conditions do not adversely affect cleaning staff wellbeing and that they reduce negative environmental impact.
- Operational procedures – ensure operational procedures, policies and continuous improvement and systems are in place to reduce environmental impacts.
- Staff training – provide continuous training to all staff in the correct procedures for safety, equipment operation, techniques and environmental standards.
- Resource use and emissions – use cleaning techniques that minimise the amount of cleaning product, water and electricity used, as well as reducing the impact of cleaning on indoor air quality and store reusable by-products by recycling.
- Waste management – ensure appropriate waste reduction policies are embedded – recycling policies, procedures and systems in place for management and safe disposal of waste and hazardous chemicals used in the cleaning process.

Question 21

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the purpose and process of different blanching methods Provides relevant industry examples 	5
<ul style="list-style-type: none"> Provides a sound explanation of the purpose and process of some blanching methods Provides relevant industry example(s) 	3–4
<ul style="list-style-type: none"> Provides limited information about different blanching methods May provide examples 	1–2

Sample answer:

- Fat blanching – Oil heated to a temperature of approximately 140°C is used to par-cook deep fried items such as fish and chips. After this preparation these items are ready to be ‘finished’ in hot oil of approximately 180°–190°C at service time. Finishing in this way make the items hot and gives them a light golden crispy finish for maximum enjoyment.
- Boiling water blanching – Tomatoes can be immersed briefly in boiling water then plunged into iced water to stop the cooking process. The tomato can then be peeled very easily and the flesh used for tomato concasse or salsa.
- Cold water blanching – When using bones to make a stock, a cold water start causes the cells to open and strong flavours, blood and impurities are leached out. After the bones are blanched in this way they are rinsed under running water and started again in fresh water.

Section III

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive knowledge and understanding of the criteria used to check for freshness and quality when a delivery arrives at the commercial kitchen	5
<ul style="list-style-type: none">• Demonstrates a sound knowledge and understanding of the criteria used to check for freshness and quality when a delivery arrives at the commercial kitchen	3–4
<ul style="list-style-type: none">• Provides limited information about the criteria used to check for freshness and quality	1–2

Sample answer:

The first criterion that should be used when checking a delivery on arrival at an establishment is that all packaging must be intact, eg the pasta. The temperature of cold items must be below 5°C, eg the beef fillet and chicken wings. Fruits and vegetables should be free from blemishes and bruises, eg the lettuce. The specifications of food items ordered must be correct, eg Iceberg lettuce or Penne pasta. Seafood items should be delivered in boxes packed in ice, eg prawns. Eggs should be free from cracks or breaks.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the key principles of Hazard Analysis and Critical Control Points (HACCP) Uses ONE high-risk food to comprehensively illustrate the key principles of HACCP 	9–10
<ul style="list-style-type: none"> Provides a detailed explanation of the key principles of Hazard Analysis and Critical Control Points (HACCP) Uses ONE high-risk food to provide a detailed illustration of the key principles of HACCP 	7–8
<ul style="list-style-type: none"> Provides a sound explanation of the key principles of Hazard Analysis and Critical Control Points (HACCP) Uses ONE high-risk food to provide a sound illustration of the key principles of HACCP 	5–6
<ul style="list-style-type: none"> Provides an explanation of the key principles of Hazard Analysis and Critical Control Points (HACCP) Uses ONE food to illustrate the key principles of HACCP 	3–4
<ul style="list-style-type: none"> Provides limited information about the key principles of Hazard Analysis and Critical Control Points (HACCP) 	1–2

Answers could include:

HACCP is an internationally accepted prevention and risk-based food safety system developed to reduce food safety risk to consumers. The key principles of HACCP are:

1. Hazard analysis – To determine the hazards associated with the food that are likely to cause illness if not controlled. A hazard can occur at any time in the food production cycle, eg prawns are a high-risk food as they are nutrient dense, moist and easily allow for the growth of bacteria.
2. Determine Critical Control Points (CCP) – This principle determines where hazards could occur and identifies CCPs. A CCP is any point at which hazards are prevented or eliminated because there is a risk of illness, eg critical control points for prawns would include delivery of stock, storage, preparation and cooking, cooling and re-heating and holding temperatures.
3. Establish Critical Limits for CCPs – Controls are implemented to prevent or eliminate hazards. Known as critical limits, they can be monitored or observed, eg temperature, the prawns must be packed in ice at a temperature <5°C.
4. Monitoring – Monitoring should be regularly undertaken to ensure the CCPs are met. Provides a record of the processes used within the establishment to monitor food safety, eg cool room and internal temperature of prawns checked at regular intervals during the day to ensure correct temperature, visual observation of prawns and ice. Monitoring also meets the legislative requirements. Staff must be trained in monitoring techniques.
5. Corrective Action – If CCP process has not been met at any stage corrective action must be taken, eg if internal temperature of the prawns is measured at 8°C corrective action should be taken. Corrective action could include cook immediately or if there is doubt over the length of time at this temperature, the prawns should be thrown out immediately.

6. Verification – Procedures used to validate the HACCP plan to ensure that it is scientifically and technically sound. Procedures can include internal and external audits, observations, measurements and evaluations, eg audit by head chef and/or food safety supervisor, expert advice from Environmental Health Officers.
7. Record Keeping – Documentation should be simple and should outline how limits and standards are being met, eg completing a temperature log when monitoring cool room temperature and internal temperature of prawns.

Section IV

Question 23

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how an employee can access information and assistance if they experience inadequate working conditions and underpayment Presents a logical and cohesive response Uses specific hospitality industry examples and terminology 	13–15
<ul style="list-style-type: none"> Provides a detailed explanation of how an employee can access information and assistance if they experience inadequate working conditions and underpayment Presents a logical and cohesive response Uses hospitality industry examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of how an employee can access information and assistance if they experience inadequate working conditions and underpayment Uses hospitality examples 	7–9
<ul style="list-style-type: none"> Provides basic information about the information and/or assistance an employee can seek if they experience inadequate working conditions and/or underpayment May provide examples 	4–6
<ul style="list-style-type: none"> Provides limited information about types of information and/or assistance 	1–3

Answers could include:

Information and assistance can be sourced from

- Colleagues, manager, supervisor, team leader – an employee can request information from these personnel if they believe that they are being underpaid or asked to work in inadequate conditions eg regarding rostered hours, break times, award wages, access to bathrooms, adequate change room facilities.
- Human resources – in larger establishments an employee can seek information and assistance on a range of issues from the human resources department eg superannuation payments, leave entitlements, mandatory training and professional development. Assistance can be in the form of mediation.
- Government bodies – Fair Work Ombudsman can provide information and advice on all areas of employment. They have an Employee’s Guide to workplace issues that supports any employee to solve specific problems eg Pay And Conditions Tool (PACT).
- Internet, media – research can lead employees to a vast range of digital resources eg industry journals, blogs, websites. This research will build an employee’s working knowledge of the industry and their rights in relation to employment. Employees can access plain English versions and translated versions of associated awards that state specific rates of pay, entitlements and specific working conditions.
- Unions – represent employees to negotiate working conditions and other individual conditions. To access assistance and information from a union an employee must be a financial member. United Workers Union is the trade union for hospitality members working in casinos, clubs, pubs, hotels, motels, theme parks, catering, cafes, restaurants and other venues. A union will provide legal advice and representation, counselling services, mediation.

2020 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 illnesses – page 26
2	1	(Stream) Kitchen operations — knives – page 59
3	1	(Stream) Kitchen operations — food – page 60
4	1	(Mandatory) Hygiene — compliance – page 26
5	1	(Stream) Kitchen operations — menu – page 62
6	1	(Mandatory) Working in the hospitality industry and workplace: nature of the industry – page 35
7	1	(Stream) Kitchen operations — food – page 60
8	1	(Stream) Kitchen operations — preparation – page 61
9	1	(Mandatory) Hygiene — compliance – page 26
10	1	(Stream) Kitchen operations — cookery methods – page 62
11	1	(Stream) Kitchen operations — environmentally sustainable work practices when cleaning – page 66
12	1	(Stream) Kitchen operations — cookery methods – page 62
13	1	(Mandatory) Safety: WHS consultation and participation – page 30
14	1	(Stream) Kitchen operations — cookery methods – page 62
15	1	(Stream) Kitchen operations — food – page 60

Section II

Question	Marks	HSC content – focus area
16 (a)	2	(Mandatory) Safety — incidents, accidents and emergencies – page 33
16 (b)	2	(Mandatory) Safety — WHS compliance – page 29
16 (c)	3	(Mandatory) Safety — security – page 32
17 (a)	3	(Mandatory) Hygiene — hygienic work practices – page 25
17 (b)	5	(Mandatory) Working in the hospitality industry and workplace — technology – page 40
18 (a)	2	(Stream) Kitchen operations — preparation – page 61
18 (b)	3	(Stream) Kitchen operations — food – pages 59–60
19 (a)	3	(Stream) Kitchen operations — preparation, service and storage – page 68
19 (b)	3	(Stream) Kitchen operations — preparation – pages 60–61
20	4	(Stream) Kitchen operations — environmentally sustainable work practices when cleaning – page 65
21	5	(Stream) Kitchen operations — cookery methods – page 62

Section III

Question	Marks	HSC content – focus area
22 (a)	5	(Stream) Kitchen operations and cookery — food – page 60
22 (b)	10	(Stream) Kitchen operations and cookery — hazard analysis and critical control points (HACCP) – page 67

Section IV

Question	Marks	HSC content – focus area
23	15	(Mandatory) Working in the hospitality industry and workplace — information on the industry – page 35 — employment – pages 37–38