

2021 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Sketches in general terms how the supervisor should manage this worker	2
• Provides some relevant information	1

Sample answer:

Discuss issues with worker and clarify any problems or reasons. Discuss solutions and job requirements. Give feedback verbally. Feedback given formally can be given in writing. Further training provided on workplace policies and procedures and supervisor should continue to monitor worker's performance.

Question 16 (b)

Criteria	Marks
• Clearly states the possible implications for the establishment when workers do not adhere to work standards	2
• Provides some relevant information	1

Sample answer:

Workers who do not adhere to work standards provide sub-standard products and services to external customers. Internal customers are also affected through a loss of staff morale and a lack of repeat business.

Question 17 (a)

Criteria	Marks
• Describes communication strategies used for effective communication with workers who have English as an additional language or dialect	3
• Outlines communication strategies used for effective communication with workers who have English as an additional language or dialect	2
• Provides some relevant information	1

Sample answer:

Use appropriate verbal and nonverbal communication eg do not use jargon, use universal signs and gestures that are understood by most people. To communicate you may point, use drawings or demonstrate how a piece of equipment works. The use of active listening and questioning techniques also aids effective communication.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of how a housekeeping worker displays a commitment to high standards in their everyday work • Uses specific industry examples 	4
<ul style="list-style-type: none"> • Demonstrates a sound understanding of how a housekeeping worker displays a commitment to high standards in their everyday work • Uses industry examples 	3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of how a worker displays a commitment to high standards in their everyday work • May provide examples 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

A worker in the housekeeping department can demonstrate a commitment to high work standards in the following ways:

- Arriving at work on time and being well presented for the establishment. When cleaning rooms they need to meet the standards of cleaning and servicing required by the establishment.
- Making sure clean cloths are used to wipe over bathrooms and the chemicals being used are at the correct dilution level.
- Crockery in the room is washed thoroughly, not just rinsed and wiped with a dirty towel.
- Worker does not interfere with guests' personal items eg trying perfume or clothes.

Question 18

Criteria	Marks
<ul style="list-style-type: none"> Describes the primary functions of TWO key bodies involved in Work, Health and Safety Uses specific industry examples 	4
<ul style="list-style-type: none"> Outlines the primary functions of TWO key bodies involved in Work, Health and Safety Uses industry examples 	3
<ul style="list-style-type: none"> Outlines the functions of a key body in Work, Health and Safety May provide examples 	2
<ul style="list-style-type: none"> Provides limited information on a key body in Work, Health and Safety 	1

Sample answer:

SafeWork NSW – administers and provides advice on the Work, Health and Safety Act 2011 and the Work, Health and Safety Regulation 2012. *SafeWork NSW* provides support for work, health and safety regulation and Insurance and Care NSW (*icare*) for workers compensation insurance.

Safe Work Australia – leads the development of national policy to improve health and safety and workers compensation arrangements across Australia. *Safe Work Australia* also carries out research and promotes consistency in legislation developed by the different states and territories in Australia.

Answers could include:

Local councils – the local government Work Health and Safety manual has been developed to assist councils in New South Wales in the implementation of their statutory obligations under the Act and Regulation. The council can assist with up-to-date information on processes and action required.

Unions – Union representatives work with employees to improve workplace safety for all Australian workers and their families. Union legal staff commonly represent employees in workers compensation claims. Unions provide information and support to employees (workers) and employers (PCBU).

Professional associations – Many different professional associations exist to support and encourage the development and upholding of high WHS standards in all workplaces. They provide information and updates for all employees (workers) and employers (PCBU).

Question 19

Criteria	Marks
<ul style="list-style-type: none"> Provides a sound description of how back-of-house workers can keep up to date with changing food presentation trends 	3
<ul style="list-style-type: none"> Outlines how back-of-house workers can keep up to date with changing food presentation trends 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Keep up to date through in-house training on food presentation and garnishing trends. Network with colleagues to master new ideas in the industry. Research on new trends allows the establishment to remain current in the marketplace. Information would be available through industry professional associations and magazines and observation of what competitors are doing in the marketplace.

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> Correctly labels THREE parts of the Chef's knife 	2
<ul style="list-style-type: none"> Correctly labels some parts of the Chef's knife 	1

Sample answer:

Tip; bolster; heel.

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> Describes how to grip a Chef's knife correctly 	2
<ul style="list-style-type: none"> Provides some information about how to grip a Chef's knife correctly 	1

Sample answer:

There should be plenty of room for the thumb to rest on the bolster and fingers to firmly grasp the handle. Grip must be firm but relaxed to allow smooth cutting.

Question 20 (c)

Criteria	Marks
• Describes the safest technique to cut kumera (sweet potato) using a Chef's knife	2
• Provides some information about a technique to cut kumera (sweet potato)	1

Sample answer:

Place the sweet potato on a chopping board, have a good grip of the knife to start with, remove the top and tail of the kumera. The tip of the Chef's knife should be resting on the cutting surface and the centre of the knife used to cut through the kumera.

Question 20 (d)

Criteria	Marks
• Provides a detailed comparison of one dry heat method of cookery with one moist heat method of cookery	4
• Provides a sound comparison of one dry heat method of cookery with one moist heat method of cookery	3
• Provides a limited comparison of one dry heat method of cookery with one moist heat method of cookery	2
• Provides some relevant information	1

Sample answer:

Moist – Boiling	Dry – Shallow frying
Food fully submerged in liquid	Food not submerged but cooked in small amount of oil or fat
Temperature 100°C	Temperature 170–190°C
Pre-cookery method to other methods of cookery eg partially cooking potatoes	Food is coated eg breadcrumbs
Food becomes soft or tender	Food becomes crunchy

Answers could include:

Moist heat methods: blanching, boiling, poaching, braising, stewing, steaming, microwaving

Dry heat methods: baking, grilling, roasting, shallow frying, deep frying.

- Suitable foods
- Nutrient retention.

Question 21 (a)

Criteria	Marks
• States the purpose of a food safety program	2
• Provides some relevant information	1

Sample answer:

It is a legislative requirement of the Food Act that every establishment preparing and serving food must have a Food Safety Program. This is to keep all food safe for sale and consumption and to avoid food-borne illness.

Question 21 (b)

Criteria	Marks
• Accurately completes with detail the table of information for the HACCP plan for the sandwich	5
• Accurately completes table of information for the HACCP plan for the sandwich	4
• Completes some information for the HACCP plan for the sandwich	3
• Provides limited information for the HACCP plan for the sandwich	2
• Provides some relevant information	1

Sample answer:

Process	Hazard	Control	Monitor
Receiving and storage of ingredients	Bacteria multiplying in cold meat and cheese	Observe FIFO/LILO procedures, refrigerate cold meat and cheese, store bread in cool, dry conditions	Use-by date, fridge temperature
Preparation of environment/ personal hygiene	Cross-contamination from equipment – hands, hair and clothes	Clean surfaces using anti-bacterial cleaner, tie back hair, remove jewellery, wear apron, wash hands	Ensure that personal and kitchen hygiene is being undertaken
Making sandwich	Cross-contamination from equipment – hands, hair and clothes	On-going cleaning of food surfaces and utensils, good personal hygiene practices (including hand washing), return of unused ingredients to fridge	Hygiene procedures 2/4 hr rule
Plating and service	Bacteria entering food while plating food and serving	Use clean serving plates; time and temperature	Monitor time between making sandwich and safe storage/ plating and serving

Section III

Question 22 (a)

Criteria	Marks
• Demonstrates an extensive understanding of why it is important to utilise excess commodities from the coolroom	5
• Demonstrates a thorough understanding of why it is important to utilise excess commodities from the coolroom	4
• Demonstrates a sound understanding of why it is important to utilise excess commodities from the coolroom	3
• Demonstrates a limited understanding of why it is important to utilise excess commodities from the coolroom	2
• Provides some relevant information	1

Sample answer:

Items in the coolroom are perishable and are not able to be stored for long periods of time. Failure to use up excess commodities results in extensive costs for the business. No profit will be made as they have not been used in meals and sold to customers. This means that food items are wasted and either placed into compost or thrown away. A specials menu is a good technique to use to reduce waste and add interest to the menu generating additional profit.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Names three relevant menu items Provides a comprehensive explanation of how the excess commodities have been utilised in the specials Includes all of the excess commodities 	9–10
<ul style="list-style-type: none"> Names some relevant menu items Provides a detailed explanation of how the excess commodities have been utilised in the specials Includes most of the excess commodities 	7–8
<ul style="list-style-type: none"> Names menu items Provides a sound explanation of how the excess commodities have been utilised in the specials 	5–6
<ul style="list-style-type: none"> Provides a limited explanation of how the excess commodities have been utilised in some menu items 	3–4
<ul style="list-style-type: none"> Provides some relevant information about the commodities 	1–2

Sample answer:

Spinach salad with beetroot, walnuts and roasted shallot dressing – all beetroot are poached then cooled. Shallots are roasted and cooled and processed to make a dressing. Spinach leaves, walnuts and beetroot are combined on the plate and drizzled with the roasted shallot dressing.

Roast chicken with raspberry glaze – Chicken roasted and continually basted with a raspberry glaze. All the raspberries are whole stewed then passed through a chinois to make a smooth glaze.

Vanilla panna cotta – Milk, sugar and cream are heated gently then lightly cooled. Gelatin has been bloomed and then whisked into the cream mixture. Vanilla is added to the mix and set for about 4.

Section IV

Question 23

Criteria	Marks
<ul style="list-style-type: none"> Comprehensively explains how a range of hygienic work practices should have been adjusted Provides detailed information about updated industry protocols Uses specific hospitality industry examples 	13–15
<ul style="list-style-type: none"> Thoroughly explains how a range of hygienic work practices should have been adjusted Provides clear information on updated industry protocols Uses hospitality industry examples 	10–12
<ul style="list-style-type: none"> Provides a sound explanation of how hygienic work practices should have been adjusted Provides a sound understanding of information on industry protocols Uses industry examples 	7–9
<ul style="list-style-type: none"> Provides basic information on hygienic work practices AND/OR <ul style="list-style-type: none"> Provides basic information on industry protocols May use industry examples 	4–6
<ul style="list-style-type: none"> Provides limited information on hygienic work practices OR industry protocols 	1–3

Answers could include:

Due to the changing nature of the hospitality industry, establishments should have adjusted all areas of hygienic work practices to address updated industry protocols. Hygienic work practices include:

- Personal hygiene
- Environmental hygiene
- Food preparation and storage
- Service of food and beverages
- Cleaning and sanitising.

The purpose of these practices is to ensure that regulations are complied with in the workplace.

Updated industry protocols:

- QR code sign in – to capture customer contact information (to ensure contact tracing)
- Special attention to cleaning tables and menus between customers
- Ensuring disinfectant and sanitiser are used on appropriate surfaces
- High contact areas eg door handles, POS systems and bathrooms should be regularly sanitised and/or disinfected throughout the day
- Hand sanitiser should be readily available to staff and customers
- Number of patrons allowed per square metre
- Removal of condiments and communal cutlery containers and instead have staff set tables as customers are seated

- Single use items/ wrapped cutlery
- Restricted share platters
- Removal of buffets/ self-serve
- Staff and customers are encouraged to wear face masks if required
- Personal health issues eg flu-like symptoms
- Venues need to comply with safe hygienic guidelines by minimising contact points. An increase in the use of technology allows customers to view menus, order and pay for meals online. For example, scan the QR code, tap the beacon at the table – ultimately removing the need for physical menus.

2021 HSC Hospitality Kitchen Operations and Cookery Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Stream – preparation, storage and service – page 68
2	1	Stream – preparation – page 61
3	1	Core – safety – WHS compliance – page 29
4	1	Stream – equipment for food preparation and cookery – page 59
5	1	Core – hygiene – hygienic work practices – page 25
6	1	Core – safety – safe work procedures and practices – page 32
7	1	Stream – cookery methods – page 62
8	1	Stream – equipment for food preparation and cookery – page 59
9	1	Stream – preparation, storage and service – page 68
10	1	Stream – preparation – page 61
11	1	Stream – menu – pages 61–62
12	1	Stream – food – page 60
13	1	Core – hygiene – food contamination and food-borne illnesses – page 26
14	1	Stream – menu – page 62
15	1	Core – working in the hospitality industry and workplace – working in the industry – page 37

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Working in the hospitality industry and workplace – work practices – page 39
16 (b)	2	Working in the hospitality industry and workplace – work practices – page 39
17 (a)	3	Working in the hospitality industry and workplace – cultural diversity – page 41
17 (b)	4	Working in the hospitality industry and workplace – nature of the industry – work practices – pages 36 and 39
18	4	Safety – WHS – page 29
19	3	Stream – presentation of food – page 63
20 (a)	2	Stream – knives – page 59
20 (b)	2	Stream – knives – page 59
20 (c)	2	Stream – knives – page 59
20 (d)	4	Stream – cookery methods – page 62
21 (a)	2	Stream – food safety program – page 66
21 (b)	5	Stream – HACCP – page 67

Section III

Question	Marks	HSC content – focus area
22 (a)	5	Stream – cookery methods – page 62
22 (b)	10	Stream – preparation – pages 60–61 Cookery methods – page 62

Section IV

Question	Marks	HSC content – focus area
23	15	Core – hygiene – hygienic work practices – compliance – pages 25–26