
2022 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16

Criteria	Marks
<ul style="list-style-type: none"> Clearly outlines potential food hazards associated with a specific food contact surface 	3
<ul style="list-style-type: none"> Demonstrates some understanding of a potential food hazard associated with a specific food contact surface 	2
<ul style="list-style-type: none"> Provides relevant information about food hazards 	1

Answers could include:

Sample food contact surfaces:

- Chopping boards
- Containers
- Cooking utensils
- Crockery
- Cutlery
- Glassware
- Pots and pans
- Sinks
- Workbenches.

Potential food hazards include:

For example, if plastic chopping boards are not cleaned between uses they could harbour bacteria and cross contaminate food items. If you chop chicken on a chopping board and then chop lettuce on the same board, it could be contaminated with salmonella.

If you are using tongs for stir fry and a customer has a peanut allergy, the allergen may be present if you do not thoroughly wash the tongs between uses.

Another example is contamination in a burger shop that may be making their own burger patties and metal shavings from the mincer drops into the meats.

Question 17

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of the purpose and importance in reporting issues related to food safety in a busy café setting Provides relevant industry examples 	5
<ul style="list-style-type: none"> Provides an explanation of the purpose and importance in reporting issues related to food safety in a busy café setting Provides industry example(s) 	3–4
<ul style="list-style-type: none"> Provides some relevant information 	1–2

Sample answer:

Workers must report food safety related issues to the manager either formally or informally. The purpose of reporting these issues is to minimise the risks in contaminating food. If a handler saw a blue bandaid fall into a chicken sandwich mix, they would report this immediately to their supervisor as it poses a risk of both physical and biological contamination to the sandwiches, which could cause harm to customers if consumed. Failing to report a food safety concern may cause a financial and customer base loss to the café and lead to a negative reputation due to a food poisoning outbreak.

Question 18 (a)

Criteria	Marks
• Demonstrates how the development of restaurant employees' skills and productivity can lead to improved quality in a hospitality business	2
• Provides relevant information about improving quality	1

Sample answer:

Regular staff education and training opportunities, benchmarking expectations and empowering employees within their areas of strength can lead to improved quality in a hospitality business as staff are more efficient and can provide consistent service.

Question 18 (b)

Criteria	Marks
• Outlines how evaluating work performance can lead to improved work practices in a restaurant	2
• Provides relevant information about work practices	1

Sample answer:

Employees can receive feedback from work colleagues and supervisors, and assess their own performance. By identifying whether quality standards have been achieved, the restaurant owner can work with employees to adjust work practices for improved productivity. This leads to highly productive and multiskilled staff.

Question 18 (c)

Criteria	Marks
• Describes TWO strategies that a restaurant owner could implement to ensure quality customer outcomes	3
• Describes ONE strategy OR outlines TWO strategies that a restaurant owner could implement to ensure quality customer outcomes	2
• Provides relevant information about customer outcomes	1

Sample answer:

Using standard recipe and/or drink cards with pictures of how the final product should look provides consistency, ensuring all customers receive products that look and taste the same. Implementing methods of communication (such as notes on customer orders) between front and back of house will mean the customers' expectations are effectively communicated to the kitchen staff.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Accurately states why a hospitality business should include floors and walls in a cleaning schedule 	2
<ul style="list-style-type: none"> Provides relevant information about cleaning floors and/or walls 	1

Sample answer:

Floors and walls are included in a cleaning schedule as these surfaces can often have food splashed onto them (eg when using a mixer, particles of product can flick onto the wall/floors). These food remnants harbour opportunities for bacteria to breed and attract vermin.

Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> Clearly distinguishes between cleaning, sanitising and disinfecting in a commercial kitchen 	4
<ul style="list-style-type: none"> Distinguishes between cleaning, sanitising and disinfecting in a commercial kitchen 	3
<ul style="list-style-type: none"> Makes a statement about cleaning and/or sanitising and/or disinfecting in a kitchen 	2
<ul style="list-style-type: none"> Makes a statement about cleaning or sanitising or disinfecting 	1

Sample answer:

Cleaning involves removing physical signs of debris (eg sweeping the floor to remove food particles that may attract bacteria/vermin). Sanitising, however, is completed after cleaning, such as using a surfactant spray or high temperatures because its purpose is to reduce microorganisms to an acceptable level. Using disinfectant kills invisible microorganisms in cleaning equipment, thus maintaining equipment and keeping it hygienic and ready for use (eg disinfecting dish cloths with bleach).

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates the importance of a hospitality worker being aware of the <i>Food Act 2003</i> (NSW) (as amended) 	2
<ul style="list-style-type: none"> • Provides relevant information about the <i>Food Act 2003</i> (NSW) (as amended) 	1

Sample answer:

To ensure the preparation and service of food is safe for consumption, a worker must be aware of the *Food Act 2003* (NSW) (as amended) to prevent the sale of unsafe food and protect the health of the customers.

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Provides a detailed explanation of the compliance requirements for a business involved in the preparation and service of food 	4
<ul style="list-style-type: none"> • Provides some explanation of the compliance requirements for a business involved in the preparation and service of food 	3
<ul style="list-style-type: none"> • Provides some information about the compliance requirement(s) for a business involved in the preparation and/or service of food 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

In order to comply with requirements related to food preparation and service a business needs to provide notification to the local council or NSW Food Authority of their details before beginning any food handling operations. They must also nominate at least one Food Safety Supervisor who is fully trained and certified. The business and food handlers must implement a written food safety program, indicating how food safety hazards will be controlled. For compliance, food businesses must also allow inspections of their food and premises by environmental health officers who assess food safety standards.

Question 21 (a)

Criteria	Marks
• Outlines an a la carte menu and an appropriate dining setting for its use	2
• Provides limited information on a menu type or dining setting	1

Sample answer:

This is an a la carte menu as it has a list of dishes which are individually priced for the customer to select from. This type of menu is used in restaurants, bistros, cafés and brasseries.

Question 21 (b)

Criteria	Marks
• Provides a detailed explanation of the strategies a hospitality business could implement in dealing with customer special requests and dietary requirements	6
• Provides an explanation of the strategies a hospitality business could implement in dealing with customer special requests and dietary requirements	4–5
• Provides an understanding of the strategies a hospitality business could implement in dealing with customer special requests and/or dietary requirements	2–3
• Provides limited information about customer special requests or dietary requirements	1

Sample answer:

Businesses need to cater for a range of customer requests to provide good customer service and encourage repeat custom. Wait staff should be familiar with the menu and trained in available options, so as to modify orders to meet customer requests and requirements and effectively communicate these to the kitchen (eg gluten-free pizza base). Kitchen staff should be trained to ensure preparation practices do not place customers with food allergies at risk (eg appropriate management and use of ingredients and utensils). The kitchen should have available a variety of ingredients for use to meet customer requests (eg halal chicken).

Section III

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Correctly calculates total price of each of the ingredients per portion, total food cost per portion, and total food cost for the function 	4
<ul style="list-style-type: none"> Correctly calculates total price of most of the ingredients per portion, and/or total food cost per portion, and/or total food cost for the function 	3
<ul style="list-style-type: none"> Correctly calculates some food prices and food costs 	2
<ul style="list-style-type: none"> Attempts to make some calculation(s) 	1

Sample answer:

<i>Recipe name</i>	Crepe Suzette with Orange Segments			
<i>Number of portions</i>	1			
<i>Serving size per portion</i>	3 crepes			
<i>Ingredients</i>	<i>Quantity</i>	<i>Unit</i>	<i>Unit price (\$)</i>	<i>Total price (\$)</i>
Plain flour	100 g	100 g	0.90	0.90
Salt	5 g	10 g	0.05	0.03
Eggs	2 (120 g)	1 (60 g)	0.45	0.90
Butter	10 g	100 g	1.25	0.13
Sugar	55 g	100 g	0.15	0.08
Oranges	2 (200 g)	100 g	0.40	0.80
<i>Total food cost (\$)</i>				2.84
<i>Total food cost for function (\$)</i>				213.00

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Clearly outlines the consequences if <i>mis en place</i> is not completed for the menu item 	3
<ul style="list-style-type: none"> Demonstrates a basic understanding of consequences if <i>mis en place</i> is not completed for the menu item 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Ensuring preparation is complete, including the batter and sauce items, allows for efficient production of the menu item. For example if oranges are individually segmented as orders come in it would slow down production, resulting in dissatisfied customers due to increased wait time and disruption of reservation schedules.

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive account of the presentation considerations a chef would make when serving this menu item 	8
<ul style="list-style-type: none"> Provides a detailed account of the presentation considerations a chef would make when serving this menu item 	6–7
<ul style="list-style-type: none"> Provides a sound account of the presentation considerations a chef would make when serving this menu item 	4–5
<ul style="list-style-type: none"> Provides basic presentation consideration(s) when serving this menu item 	2–3
<ul style="list-style-type: none"> Provides relevant information about presentation food 	1

Answer could include:

The presentation of a dish is essential to its success. Plating food involves a number of considerations which impact on the customer's perception and experience. Dependent on the venue, consideration should be given to whether environmentally friendly and/or biodegradable service items are used. For example five star would use reusable products whereas a pop-up venue is more likely to use disposable/biodegradable items.

A chef should ensure:

- Appropriate crockery, service ware and utensils are utilised, eg plate colour, shape, size, no cracks
- The temperature of the food and crockery are complimentary, eg cold food cold, hot food hot
- Sufficient service size for the menu – only use 2/3 of the plate
- Placement of food – odd numbers of items and contrasting textures
- Presented according to Standard Recipe Card as per establishment's criteria
- Remove grease marks, drips and spills using a clean damp cloth
- Use appropriate complimentary sauces and decorations, eg crystallised zest, quenelle of ice-cream.

Section IV

Question 23

Criteria	Marks
<ul style="list-style-type: none"> Provides an extensive analysis of the roles and responsibilities of unions, workers, supervisors and PCBUs in WHS consultation and participation Presents a logical and cohesive response Uses specific hospitality industry examples and terminology 	13–15
<ul style="list-style-type: none"> Provides an analysis of the roles and responsibilities of unions, workers, supervisors and PCBUs in WHS consultation and participation Presents a logical and organised response Uses hospitality industry examples and terminology 	10–12
<ul style="list-style-type: none"> Provides some analysis of the roles and responsibilities of unions, workers, supervisors and PCBUs in WHS consultation and/or participation Uses hospitality examples 	7–9
<ul style="list-style-type: none"> Provides information about the roles and/or responsibilities of personnel in WHS consultation and/or participation Provides example(s) 	4–6
<ul style="list-style-type: none"> Provides some relevant information about personnel and/or WHS consultation and/or participation 	1–3

Answers could include:

Union:

Consultation:

- Can provide advice on workplace health and safety issues and consultation processes to Health and Safety Committee (HSC) or Health and Safety Representative (HSR) in the workplace.
- They can also provide advice and information for individual workers.

Participation:

- HOSPO Voice provides resources and training, as well as support and advice on safety issues, for members working in the hospitality industry, with HSR available for worksite also.

Possible implications:

- Workplaces that are not safe and do not comply with safety measures can be shut down.

Workers:

Consultation:

- All workers have a role to play in consultation.
- Workers must report health and safety concerns to their supervisor, the HSC or HSR. Matters reported contain valuable information about issues impacting them (employees) on a daily basis.

- Workers can nominate to become a member of the HSC or HSR; participation is an important part of WHS.

Participation:

- Workers have a duty of care to report concerns to care for one another.
- Workers must conduct themselves in accordance with workplace policy and procedures.

Implications:

- Improvements cannot be made if issues are not reported. For example if high temperatures during summer are not reported, management maybe unaware and nothing could be done to improve working conditions.

Supervisor:

Consultation:

- Senior and middle management may lead work groups.
- They can lead formal WHS meetings with staff or have an informal chat with a worker.
- They must have an approach that fosters and encourages open discussion that promotes the safe work culture.

Participation:

- In the workplace when a new piece of equipment is purchased, such as a coffee machine or a food processor, the supervisor has the responsibility to provide appropriate training to ensure that staff can use the equipment safely for its intended purpose. Risk assessments can be co-constructed between a supervisor and workers to allow all perspectives to be considered. Employees have the responsibility to participate in the training and apply the learning in their job role.

Implications:

- Failure to establish safe work practices and procedures can result in incidences and fines from WorkCover.

PCBU:

Consultation:

- PCBU must establish a WHS model.
- PCBU must support HSR with training.
- PCBU must allow time for the HSR to carry out their role and the HSC to meet.

Participation:

- PCBU must participate in the matters relating to WHS, to minimise the risk for all stakeholders.
- This includes safety inductions for all employees and contractors.

Implications:

- Without collaboration, risks could occur. For example, if a tradesperson is coming to fix a broken light, power supply may need to be switched off in an area of the business. This would have security implications and physical risks to employees and patrons. By consulting with employees about the best time of day to undertake these works and what actions to take to minimise risks (such as employing a security guard or using floodlights) risks can be minimised.

2022 HSC Hospitality Kitchen Operations and Cookery Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	(Mandatory) Hygiene — compliance — pages 25–26
2	1	(Stream) Kitchen Operations and Cookery — cookery methods — page 62
3	1	(Stream) Kitchen Operations and Cookery — safe food handling work practices — page 66
4	1	(Mandatory) Safety — incidents, accidents and emergencies — page 33
5	1	(Mandatory) Working in the hospitality industry and workplace — working with others — page 40
6	1	(Stream) Kitchen Operations and Cookery — knives — page 59
7	1	(Stream) Kitchen Operations and Cookery — preparation — page 60
8	1	(Stream) Kitchen Operations and Cookery — preparation — page 61
9	1	(Stream) Kitchen Operations and Cookery — preparation — page 64
10	1	(Stream) Kitchen Operations and Cookery — cookery methods — page 62
11	1	(Stream) Kitchen Operations and Cookery — clean and sanitise — page 64
12	1	(Stream) Kitchen Operations and Cookery — food — page 60
13	1	(Mandatory) Working in the hospitality industry and workplace — nature of the industry — pages 35–36
14	1	(Mandatory) Hygiene — hazards impacting food safety — page 25
15	1	(Stream) Kitchen Operations and Cookery — food — page 60

Section II

Question	Marks	HSC content – focus area
16	3	(Mandatory) Hygiene — hazards impacting food safety — page 25
17	5	(Mandatory) Hygiene — reporting — page 27
18 (a)	2	(Mandatory) Working in the hospitality industry and workplace — work practices — page 40
18 (b)	2	(Mandatory) Working in the hospitality industry and workplace — work practices — page 40
18 (c)	3	(Mandatory) Working in the hospitality industry and workplace — work practices — page 40
19 (a)	2	(Stream) Kitchen Operations and Cookery — kitchen premises and equipment — page 64
19 (b)	4	(Stream) Kitchen Operations and Cookery — kitchen premises and equipment — page 64
20 (a)	2	(Stream) Kitchen Operations and Cookery — compliance for food businesses and food handlers — page 66
20 (b)	4	(Stream) Kitchen Operations and Cookery — compliance for food businesses and food handlers — page 66
21 (a)	2	(Stream) Kitchen Operations and Cookery — menu — pages 61–62
21 (b)	6	(Stream) Kitchen Operations and Cookery — menu — page 62

Section III

Question	Marks	HSC content – focus area
22 (a)	4	(Stream) Kitchen Operations and Cookery — preparation — page 61
22 (b)	3	(Stream) Kitchen Operations and Cookery — preparation — page 60
22 (c)	8	(Stream) Kitchen Operations and Cookery — presentation of food — page 63

Section IV

Question	Marks	HSC content – focus area
23	15	(Mandatory) Safety — work health and safety (WHS) — page 29 — WHS consultation and participation — page 30 — safe work procedures and practices — page 31