



NSW Education Standards Authority

2022 HIGHER SCHOOL CERTIFICATE EXAMINATION

Hospitality

Kitchen Operations and Cookery

**General
Instructions**

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Calculators approved by NESA may be used

**Total marks:
80****Section I – 15 marks** (pages 2–5)

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II – 35 marks (pages 9–17)

- Attempt Questions 16–21
- Allow about 50 minutes for this section

Section III – 15 marks (pages 33–34)

- Attempt Question 22
- Allow about 25 minutes for this section

Section IV – 15 marks (page 35)

- Attempt Question 23
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1 Which of the following is a legal requirement for hand washing facilities in a commercial hospitality business?
- A. A hand-washing sink must have non-hand operational taps.
 - B. Antibacterial gels can be substituted for a hand-washing sink.
 - C. There must be a hand-washing sink in a separate area to the kitchen.
 - D. There must be a clearly designated hand-washing sink in the kitchen.
- 2 Which of the following best describes the process of roasting food?
- A. In an oven, with fat used as a basting agent
 - B. In an oven, with moisture which turns to steam
 - C. On a stove top, in a vessel with a tight-fitting lid
 - D. On a surface, with radiant heat from above or below
- 3 Vulnerable customers who are at high risk of being harmed by food-borne illness include
- A. coeliacs, diabetics and the hearing impaired.
 - B. the elderly, diabetics and the hearing impaired.
 - C. coeliacs, pregnant women and the chronically ill.
 - D. the elderly, pregnant women and the chronically ill.
- 4 A chemical splashes into a worker's eye while they are cleaning.
- Which of the following is the first step in assisting in the reduction of injury?
- A. Cover the eye with a clean dressing
 - B. Wait for the first aid officer to arrive
 - C. Place the worker in the recovery position
 - D. Rinse the eye thoroughly with running water

- 5 Which of the following is a set of non-verbal communication methods that a waiter could use when liaising with customers?
- A. Questioning, eye contact, smiling
 - B. Emojis, text messages, pictures of menu items
 - C. Pictures of menu items, hand gestures, eye contact
 - D. Hand gestures, pictures of menu items, questioning
- 6 Which set of unyielding cutting surfaces could damage knives?
- A. Metal, wood and stone
 - B. Ceramic, stone and metal
 - C. Metal, wood and ceramic
 - D. Ceramic, stone and wood
- 7 Which technique assists in retaining the shape of a whole chicken when roasting?
- A. Barding
 - B. Larding
 - C. Skinning
 - D. Trussing
- 8 Which set of dimensions is correct for a jardinière precision cut?
- A. 8 mm × 8 mm × 8 mm
 - B. 3 mm × 3 mm × 3 mm
 - C. 20 mm × 4 mm × 4 mm
 - D. 40 mm × 3 mm × 3 mm
- 9 An established hospitality business has installed solar panels and water efficient taps. This is an example of
- A. meeting local council regulations.
 - B. establishing a modern inner-city eatery.
 - C. applying environmentally sustainable practices.
 - D. complying with environmental legislation requirements.

10 A worker burns their hand on the handle of a saucepan.

Which mode of heat transfer caused the burn?

- A. Conduction
- B. Convection
- C. Evaporation
- D. Radiation

11 At the start of their shift a worker inspects the blender to ensure all components are working and there is no evidence of damage.

This is an example of

- A. reviewing safety precautions.
- B. following manufacturer instructions.
- C. following a Safety Data Sheet (SDS).
- D. applying pre-operational safety checks.

12 A blanc roux is the base for which set of sauces?

- A. Cream, mornay and velouté
- B. Mornay, cream and bechamel
- C. Tartare, velouté and mayonnaise
- D. Mayonnaise, bechamel and cream

13 Which of the following represents an interrelationship between sectors within the hospitality industry?

- A. A hotel promoting the local tourist attractions and tour operators
- B. Security in a Sports club managing difficult guests from the gaming room
- C. Front office organising with maintenance to repair a lamp in a guest's room
- D. An RSL club and a nearby hotel offering a show and accommodation package

14 When using the Hazard Analysis Critical Control Point model, which of the following is a control measure?

- A. Identifying foreign bodies in products
- B. Purchasing from an approved supplier
- C. Rejecting out-of-specification deliveries
- D. Selecting ingredients from stores randomly

15 A worker uses beurre manié to thicken a sauce.

Customers most affected by consuming the sauce would be those who are

- A. coeliac.
- B. diabetic.
- C. allergic to egg.
- D. yeast intolerant.

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Centre Number

Hospitality
Kitchen Operations and Cookery

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Student Number

Sections II, III and IV
Answer Booklet

Instructions

- Write your Centre Number and Student Number at the top of this page.
- Use this answer booklet for Sections II, III and IV.
- Follow the instructions inside this booklet as to where you should write your answers.

Please turn over

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Do NOT write in this area.

Section II

35 marks

Attempt Questions 16–21

Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (3 marks)

Outline potential food hazards associated with specific food contact surfaces. **3**

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Question 17 (5 marks)

Explain the purpose and importance of workers reporting issues related to food safety in a busy café. Support your answer with industry examples.

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Question 18 (7 marks)

- (a) How could the development of restaurant employees' skills and productivity lead to improved quality in a hospitality business? **2**

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- (b) Outline how evaluating work performance can lead to improved work practices in a restaurant. **2**

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- (c) Describe TWO strategies that a restaurant owner could implement to ensure quality customer outcomes. **3**

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Question 19 (6 marks)

- (a) Why should a hospitality business include floors and walls in a cleaning schedule? **2**

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- (b) Distinguish between *cleaning*, *sanitising* and *disinfecting* in a commercial kitchen. **4**

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Question 20 (6 marks)

- (a) Why is it important for a hospitality worker to be aware of the *Food Act 2003* (NSW) (as amended)? **2**

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- (b) Explain the compliance requirements of businesses involved in the safe preparation and service of food. **4**

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Question 21 (8 marks)

(a) A menu is shown.

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Menu 

TO START		ON THE SIDE	
Garlic Bread	\$5	Chips	\$6
Herb Bread	\$5	Creamy Scallop Potatoes	\$6
Vegetarian Thai Noodle Salad (V, GF)	\$12	Garden Salad	\$6
Loaded Fries	\$12	Seasonal Vegetables	\$6
Caesar Salad	\$12	Sauces	\$2
Prawn Cocktail (GF)	\$15	Gravy, Mushroom, Peppercorn, Garlic Butter	
Salt and Pepper Calamari	\$15		
MAINS		DESSERTS	
Mushroom and Herb Risotto (V, GF)	\$17	Chocolate Mousse (GF)	\$7
Pumpkin and Sage Ravioli (V)	\$18	Bread and Butter Pudding	\$7
Double Beef and Bacon Burger	\$18	Tropical Fruit Pavlova (GF)	\$8
Chicken Schnitzel	\$19	Cheese Plate	\$11
Beer Battered Flathead Tails	\$22		
Roast of the Day (GF)	\$22		
Grilled Fish of the Day (GF)	Market price		
250g Porterhouse	\$26		

KIDS' MEALS \$10
Your choice of:
Chicken Nuggets and Chips
Margherita Pizza
Cheeseburger and Chips
Plus a scoop of ice-cream with chocolate or strawberry topping for dessert

Do NOT write in this area.

Outline this menu type and an appropriate dining setting for its use.

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Question 21 continues on page 17

Question 21 (continued)

- (b) Explain the strategies a hospitality business could implement in dealing with customer special requests and dietary requirements.

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End of Question 21

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(a) Complete the costs on the standard recipe card provided below.

<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	
Salt	5 g	10 g	0.05	
Eggs	2 (120 g)	1 (60 g)	0.45	
Butter	10 g	100 g	1.25	
Sugar	55 g	100 g	0.15	
Oranges	2 (200 g)	100 g	0.40	
<i>Total food cost (\$)</i>				
<i>Total food cost for function (\$)</i>				

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Lined writing area with 20 horizontal lines.

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If you require more space to answer Section III, you may ask for an extra writing booklet.

If you have used an extra writing booklet for Section III, tick here.

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If you require more space to answer Section IV, you may ask for an extra writing booklet.

If you have used an extra writing booklet for Section IV, tick here.

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Hospitality

Kitchen Operations and Cookery

Section III

15 marks

Attempt Question 22

Allow about 25 minutes for this section

Answer the question on pages 18–24 of the Sections II, III and IV Answer Booklet. Extra writing booklets are available.

Question 22 (15 marks)

Please turn over

Question 22 (15 marks)

Your establishment has a booking for a function of 75 covers.

Refer to the extract of the standard recipe card for one of the menu items to be served at the function.

<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	
Salt	5 g	10 g	0.05	
Eggs	2 (120 g)	1 (60 g)	0.45	
Butter	10 g	100 g	1.25	
Sugar	55 g	100 g	0.15	
Oranges	2 (200 g)	100 g	0.40	
<i>Total food cost (\$)</i>				
<i>Total food cost for function (\$)</i>				

- (a) Complete the costs on the standard recipe card provided on page 18. **4**
- (b) Outline the consequences if *mis en place* is not completed for this menu item. **3**
- (c) Account for the presentation considerations a chef would make when serving this menu item. **8**

Section IV

15 marks

Attempt Question 23

Allow about 25 minutes for this section

Answer the question on pages 25–31 of the Sections II, III and IV Answer Booklet. Extra writing booklets are available.

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 23 (15 marks)

Analyse the roles and responsibilities of the following personnel in regard to work health and safety (WHS) consultation and participation in a hospitality workplace.

- Unions
- Workers
- Supervisors
- Persons conducting a business undertaking (PCBU)

Use specific industry examples in your response.

End of paper

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