2023 HSC Hospitality
Kitchen Operations and Cookery
Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16

Criteria	Marks
• Outlines TWO potential security breaches in a hospitality workplace	2
• Provides some relevant information	1

Sample answer:

If staff do not lock doors to secure areas, they can be accessed by unauthorised personnel. Sensitive information should be password protected, so that there is no unauthorised access to computers eg hotel booking system, which could result in a breach of customer privacy.

Question 17 (a)

Criteria	Marks
• Outlines the importance of Work Health and Safety (WHS) induction training	3
• Outlines elements of Work Health and Safety (WHS) induction training	2
• Provides some relevant information	1

Sample answer:

WHS induction training is important so that employees know how to do their job safely. Induction training identifies how employees should respond to workplace hazards and safe work procedures specific to their new workplace or job role. This is important as it supports the safety of the employee, employer and guests.

Question 17 (b)

Criteria	Marks
• Provides a sound explanation of the importance of maintaining emergency signals, alarms and exits in a hospitality establishment	4
• Provides some explanation of the importance of maintaining emergency signals, alarms and exits in a hospitality establishment	3
• Provides some information about maintaining emergency signals and/or alarms and/or exits in a hospitality establishment	2
• Provides some relevant information	1

Sample answer:

Signals, alarms and exits need to be maintained to ensure staff and customer safety. Maintenance of a safe workplace is a compliance requirement of the *Work Health and Safety Act 2011* (NSW).

Devices that are not maintained may not be functioning correctly. In the event of an emergency, the designated warden will signal staff and patrons to evacuate to the evacuation points. A warden's participation in training ensures they have the knowledge to perform the role. Exits need to be easily accessible and free from obstructions and staff must ensure emergency exit doors are not locked. These measures ensure that people are alerted to the need to evacuate.

Question 18

Criteria	Marks
• Provides a detailed explanation of the effects of failure to follow a policy and procedure in a hospitality establishment • Uses specific industry examples	6
• Provides a sound explanation of the effects of failure to follow a policy and procedure in a hospitality establishment • Uses industry examples	5
• Provides some explanation of the effects of failure to follow a policy and/or procedure in a hospitality establishment • May use example(s)	3–4
• Demonstrates some understanding of policy and/or procedure in a hospitality establishment	2
• Provides some relevant information	1

Sample answer:

Workplace policies and procedures outline the expectation of behaviour and performance of employers and employees in the workplace.

An employee has a personal responsibility to uphold workplace policies and procedures. For example, a privacy policy may state that employees are responsible for ensuring customer information remains confidential. The procedure identifies the process of employee conduct eg always lock your computer when left unattended. If the employee fails to implement the privacy policy (and associated procedures), it may result in a customer's personal information being leaked. The consequences of leaked customer information may include legal ramifications if the hospitality establishment is found to be negligent. This may result in a poor public image, which may affect patronage and lead to a loss of income and/or revenue. The employee may receive a warning for not adhering to policy and following procedures.

Question 19

Criteria	Marks
• Provides TWO key features of an à la carte menu	2
• Provides some relevant information	1

Sample answer:

An à la carte menu is 'from the card' and dishes are listed under subheadings on the menu and each menu item/dish is individually priced. The menu provides the customer with individual choice.

Question 20 (a)

Criteria	Marks
• Provides an outline of the process of conducting pre-operational checks on mechanical kitchen equipment	2
• Provides some relevant information	1

Sample answer:

The pre-operational checks an employee would complete include a visual inspection, checking cords are not frayed, safety checking machine components have been assembled and installed correctly and ensuring the standard operating procedure (SOP) is being followed, eg machine being placed on a flat surface.

Question 20 (b)

Criteria	Marks
• Provides a sound description of the cleaning tasks required during a service period and end of day in a commercial kitchen	4
• Provides a description of the cleaning tasks required during a service period and end of day in a commercial kitchen	3
• Provides information on the cleaning tasks required during a service period AND/OR end of day in a commercial kitchen	2
• Provides some relevant information	1

Sample answer:

During a service period, cleaning tasks include: removing garbage and replacing bin liners to prevent overflow, regularly taking used equipment to the wash up, cleaning the floor to prevents trips and falls.

The end of the day cleaning tasks as per the cleaning schedule: include cleaning and sanitising benches, sweeping floors, washing floors and walls, removing garbage and cleaning and sanitising the bins. This ensures no waste is left that could harbour bacteria or attract vermin.

Question 21 (a)

Criteria	Marks
• Outlines the importance of time management for a chef	2
• Provides some relevant information	1

Sample answer:

Time management provides maximum efficiency for the chef ensuring all tasks are completed to industry standard within a designated timeframe.

Question 21 (b)

Criteria	Marks
• Demonstrates a thorough understanding of strategies that a hospitality worker can use when preparing, cooking and serving foods to ensure they reach customers within commercially realistic time frames • Uses industry examples	4
• Demonstrates a sound understanding of strategies that a hospitality worker can use when preparing, cooking and serving foods to ensure they reach customers within commercially realistic time frames • Uses example/s	3
• Demonstrates some understanding of strategy/s that a hospitality worker can use when providing service	2
• Provides some relevant information	1

Sample answer:

Strategies include: teamwork, delegation, task prioritisation, collaboration, ordering tasks based on importance, assigning tasks and deadlines, avoiding distractions.

When dealing with multiple orders during a busy service period, a worker can delegate tasks to colleagues, then work as a team to ensure table's food orders are made simultaneously. This will ensure that all meals arrive at the table at the same time and no guest is left waiting for their dish.

At the service period briefing, the executive chef may assign tasks based on business needs and individual skills. This task prioritisation will ensure the required tasks eg mise en place are completed based on importance and to meet deadlines.

Question 21 (c)

Criteria	Marks
• Provides a comprehensive explanation of the implications to the customer if there is poor workflow in a commercial kitchen • Uses specific industry examples	6
• Provides a thorough explanation of the implication/s to the customer and business if there is poor workflow in a commercial kitchen • Uses industry examples	4–5
• Demonstrates a sound understanding of the implication/s to the customer and/or business if there is poor workflow in a commercial kitchen • May use example/s	3
• Provides a statement about the implications of poor workflow	2
• Provides some relevant information	1

Sample answer:

Poor workflow can stem from inadequate time and task management, which can result in a slower and inefficient process when preparing and cooking food for service. Implications for the customer may include longer wait times for food to arrive, poor quality and inconsistent food. These may lead to dissatisfied customers as their needs and expectations have not been met.

The implication of a poor workflow on the business would be dissatisfied customers. This may lead to poor return patronage or poor reviews of the business, bad word of mouth, increased food costs through food wastage, and increased labour costs. This can cause staff high stress and reduce staff morale, which may increase staff turnover.

For example, a group of customers who order hot and cold entrees may be served dishes that have deficiencies, such as cold spring rolls or wilted and limp garnishes.

Section III

Question 22 (a)

Criteria	Marks
• Outlines the purpose of using a cartouche, with reference to a specific product	3
• Demonstrates some understanding of the use of a cartouche with reference to a product	2
• Provides some relevant information	1

Sample answer:

The purpose of using a cartouche is to trap and evenly disperse steam while keeping products such as pears submerged in a poaching liquid in order to cook evenly.

Question 22 (b)

Criteria	Marks
• Provides a thorough description of TWO culinary techniques used when roasting to achieve the desired result	4
• Provides a sound description of TWO relevant culinary techniques used when roasting	3
• Outlines some information of technique(s) used when roasting	2
• Provides some relevant information	1

Sample answer:

Basting moistens the surface of the chicken with a liquid during the roasting process, usually with pan juices or a marinade. Basting adds colour, flavour and moisture to a roasted product.

Resting allows the moisture to be evenly distributed throughout a meat product that has been roasted. This results in a tender and juicy final product.

Question 22 (c)

Criteria	Marks
• Provides a comprehensive explanation of the process to produce the dish for service, including the specific tools and equipment used	8
• Provides a thorough explanation of the process to produce the dish for service, including the specific tools and equipment used	6–7
• Provides some explanation of the process to produce the dish, including some tools and/or equipment used	4–5
• Provides an outline of how to produce the dish, including some tool(s) and/or equipment used	2–3
• Provides some relevant information	1

Sample answer:

Following quantities in the SRC, heat a small amount of oil in a deep dish (with a lid) and sear the lamb until brown. This will give the final product a deep colour (which is not gained when braising). This will also seal the moisture into the lamb.

Once the lamb has been seared, remove from the pan and place into a dish. Add oil to the pan, add aromatics such as an onion, carrots and a bay leaf. Sauté, this will add colour to the final dish, use a slotted spoon to turn the aromatics regularly, to ensure the product doesn't burn as this would impact the quality of the final product.

Once aromatics are sauteed, return lamb shanks to pan and add vegetable stock or wine. This will add dimensions of flavour to the sauce. Lamb shanks should be partially submerged in the liquid, place lid on the pan, to prevent evaporation. Cook for 4hrs at a low temperature, this will ensure the connective tissues breaks down, gelatine softens, and muscle fibres relax, resulting in a flavourful, moist and tender dish with complex flavours. Strain the pan juices through a chinois, removing aromatics, skim fat, set aside to use as a sauce.

Serve the lamb shanks on a warm, clean, dinner plate with the sauce.

Section IV

Question 23

Criteria	Marks
• Provides a comprehensive explanation of current issues and trends that may affect a hospitality establishment • Uses specific workplace examples and industry terminology • Presents a logical and cohesive response	13–15
• Provides a detailed explanation of current issues and trends that may affect a hospitality establishment • Uses workplace examples and industry terminology • Presents a logical response	10–12
• Provides an explanation of some current issue(s) and trend(s) that may affect a hospitality establishment • Uses workplace examples and/or industry terminology • Presents a mostly logical response	7–9
• Provides some relevant information about issue(s) and/or trend(s) for a hospitality establishment • Uses some examples and/or industry terminology	4–6
• Provides some relevant information	1–3

Answers could include:

Current issues	Explanations
Staff shortages and no work practices	Hospitality businesses are struggling to be able to staff venues to service customers if the venue is at full capacity. This means that venues are taking fewer bookings (operating at reduced capacity) to ensure they can provide customers with the standard of service that they would expect. This affects the business and its overall turnover. This can result in staff having to be 'all-rounders' so that they can be trained across multiple areas to be able to compensate when other staff are not available.
Disasters – environmental and political and on delivery of service	Many ingredients are not available or are available at an increased price. This means a business has to adapt menu prices or take-home reduced profit margins or adjust menus to contain ingredients that are available. For example, lettuce was expensive after the floods in NSW in 2022, so a major fast food company adjusted its lettuce mix to contain cabbage to be able to maintain the same prices of its burgers despite the increased cost of lettuce. The war in Ukraine (2022) has seen fuel costs rise and distribution channels affected, this has resulted in higher food costs for the business and these costs are ultimately passed onto the customer.

Current trends	*Explanations*
Digital ordering – Hospitality workplace keeping up with trends and demands	Post Covid, there has been a demand for less interaction with wait staff and more customer centred ordering systems. The implication of this is the business needs to keep up with customer demands and implement an ordering system and provide staff training on the systems and how it works (ensure front and back of house are integrated). The affect of this can be costly to the business. However, with staff shortages automated systems can reduce the amount of labour required which can support business in maintaining operations.
Robot waiters and delivery of service	There are staff shortages in hospitality. Businesses are able to purchase and program robots to deliver food from the kitchen to customer tables. This can save the business in the number of employees that are required. The effect of this experience is customers lose the human interaction with employees and loose personalisation of the experience eg asking the waiter what they would recommend.
Virtual engagement, experiences, interaction and presence with hospitality business and delivery of service	Consumers expect businesses to have visually appealing content to entice and engage customers. This could include social media presence, virtual tours, samples of views from hotel rooms. These digital experiences allow the consumer to imagine themselves and engage with the venue. The effect for the business is to create content and share the content via social media platforms and have staff to support customers via these methods of communication.

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Mapping Grid

Section I

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2	1	(Mandatory) Safety – WHS compliance – page 32
3	1	(Stream) Kitchen Operations and Cookery – preparation – page 63
4	1	(Mandatory) Working in the hospitality industry and workplace – working in the industry – page 38
5	1	(Stream) Kitchen Operations and Cookery – preparation – page 63
6	1	(Mandatory) Working in the hospitality industry and workplace – nature of the industry – page 37
7	1	(Stream) Kitchen Operations and Cookery – food – page 62
8	1	(Stream) Kitchen Operations and Cookery – knives – page 61
9	1	(Mandatory) Hygiene – compliance – page 28
10	1	(Stream) Kitchen Operations and Cookery – equipment for food preparation and cookery – page 61
11	1	(Stream) Kitchen Operations and Cookery – cooking process – page 64
12	1	(Stream) Kitchen Operations and Cookery – safe food handling work practices – page 68
13	1	(Stream) Kitchen Operations and Cookery – environmentally friendly work practices – page 67
14	1	(Stream) Kitchen Operations and Cookery – food – page 62
15	1	(Mandatory) Hygiene – food contamination and food-borne illnesses – page 29

Section II

Question	Marks	HSC content – focus area
16	2	(Mandatory) Safety – security – potential breaches – page 34
17 (a)	3	(Mandatory) Safety – safe work procedures and practices – page 33
17 (b)	4	(Mandatory) Safety – incidents, accidents and emergencies – page 35
18	6	(Mandatory) Working in the hospitality industry and workplace – working in the industry – page 39
19	2	(Stream) Kitchen Operations and Cookery – menu – page 63
20 (a)	2	(Stream) Kitchen Operations and Cookery – equipment for food preparation and cookery – page 61
20 (b)	4	(Stream) Kitchen Operations and Cookery – cleaning regimes – page 66
21 (a)	2	(Stream) Kitchen Operations and Cookery – cleaning regimes – page 62
21 (b)	4	(Stream) Kitchen Operations and Cookery – preparation – page 63
21 (c)	6	(Stream) Kitchen Operations and Cookery – preparation – page 62/63

Section III

Question	Marks	HSC content – focus area
22 (a)	3	(Stream) Kitchen Operations and Cookery – cookery methods – page 64
22 (b)	4	(Stream) Kitchen Operations and Cookery – cookery methods – page 64
22 (c)	8	(Stream) Kitchen Operations and Cookery – cookery methods – page 64

Section IV

Question	Marks	HSC content – focus area
23	15	(Mandatory) Working in the hospitality industry and workplace – nature of the industry – page 38