

2024 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Outlines how knives should be stored in a commercial kitchen	2
• Provides some relevant information	1

Sample answer:

Knives need to be secured in a toolbox, case or on a magnetic knife strip. Knives should never be stored loose in a drawer.

Question 16 (b)

Criteria	Marks
• Describes the features and uses of a palette knife	3
• Identifies the features and/or uses of a palette knife	2
• Provides some relevant information	1

Sample answer:

The blade of a palette knife is long and flexible with a round end. It can be used to lift and flip food such as pancakes or remove small items from baking trays. It can also be used to spread and scrape soft mixtures such as icing.

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Outlines a strategy a hospitality business could implement to assist in the elimination of bias and harassment in the workplace 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

To eliminate bias and harassment a hospitality business should implement clear anti-discrimination policies and employee codes of conduct. These policies should be delivered during training and monitored at all times.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Outlines TWO conflict resolution techniques a hospitality employee could use when dealing with a dissatisfied customer 	3
<ul style="list-style-type: none"> • Identifies conflict resolution technique(s) a hospitality employee could use when dealing with a dissatisfied customer 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

Approaches a hospitality employee could use to handle customer dissatisfaction include actively listening to the concern, seeking to understand the issue, proposing solutions or alternatives, and if required, involving a team leader. Incidents should be documented to prevent similar issues from happening in the future.

Question 18 (a)

Criteria	Marks
• Describes <i>steaming</i>	2
• Provides some relevant information	1

Sample answer:

Steaming is a moist heat method of cooking where food is cooked by vaporised steam from boiling water.

Question 18 (b)

Criteria	Marks
• Describes the indicators of an unsafe or faulty salamander	3
• Lists some indicators of an unsafe or faulty salamander	2
• Provides some relevant information	1

Sample answer:

Indicators of an unsafe or faulty salamander may include outdated test and tag information which may result in failure to heat up or trip the power circuit when switched on. The salamander could have faulty control switches that cause malfunction or a frayed electrical cord that exposes wires.

Question 18 (c)

Criteria	Marks
• Justifies in detail why a chef would choose to grill the steak	4
• Justifies why a chef has chosen to grill the steak	3
• Provides some information about grilling	2
• Provides some relevant information	1

Sample answer:

A chef would choose to grill a steak as it is a healthier option. Grilling uses the steak's natural fats unlike other cookery methods such as shallow frying. Grilling is done at high temperature, this seals in the meat's juices and may give a tressiling mark on the meat adding to its visual appeal for the customer. Choosing to grill results in customers' orders being cooked to specification and being served to the customer in a timely manner.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies hygienic work practices that a food handler uses to prevent contamination 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

A food handler needs to maintain personal hygiene by regularly washing hands, wearing clean PPE, ensuring clothing is clean and hair is tied back to prevent cross contamination.

Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> Describes the legal responsibilities of a food safety supervisor 	3
<ul style="list-style-type: none"> Identifies the legal responsibilities of a food safety supervisor 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Food Safety Supervisors (FSS) need to hold a current FSS certificate as per the *Food Act 2003* (NSW). They are required to oversee day to day food handling operations and ensure risks are minimised and managed. FSS support the business to meet the obligations.

Question 19 (c)

Criteria	Marks
<ul style="list-style-type: none"> Identifies a range of processes in place to ensure the critical control points are met Includes relevant industry examples 	5
<ul style="list-style-type: none"> Identifies processes in place to ensure the critical control points are met Includes industry examples 	4
<ul style="list-style-type: none"> Identifies the processes when accepting delivery of food Includes an industry example 	3
<ul style="list-style-type: none"> Provides some information about accepting delivery of food Includes an example 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The business should use an approved supplier. When receiving the delivery, check the supplier's invoice, verify stock is the correct temperature using a digital thermometer, ascertain packaging is intact and visually check food products for signs of deterioration and spoilage eg bulging eyes on fish, fruit is firm. Stock not meeting critical control points should be rejected and returned.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of the importance of a chef integrating current information into work activities and operational duties 	6
<ul style="list-style-type: none"> Explains the importance of a chef integrating current information into work activities and operational duties 	4–5
<ul style="list-style-type: none"> Identifies the importance of a chef integrating current information into work activities and/or operational duties 	2–3
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

A chef could incorporate information obtained during a recent upgrade training into work operational duties such as the safe operation of equipment. This is important to ensure staff use equipment safely and achieve desired results. Incorporating information from an industry journal into daily activities such as considering the plating of dishes to meet industry trends. Adapting the plating of dishes on the standard recipe cards is important to ensure own work practices and delivery of service meets customer expectation. Failing to incorporate current information may result in not meeting consumer demand, resulting in loss of customer, loss of income, loss of staff and therefore loss of business.

Section III

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies why the chicken tenders are dark brown on the outside and pink in the centre 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The chicken tenders are dark brown because old/dirty oil has been used or the oil was too hot. The tenders are pink in the centre because they have not been cooked for long enough.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a thorough description of the safe use of the utensils and equipment to produce chicken tenders 	5
<ul style="list-style-type: none"> Provides a sound description of the safe use of the utensils and equipment to produce chicken tenders 	4
<ul style="list-style-type: none"> Provides information about safe use of the utensils and equipment to produce chicken tenders 	3
<ul style="list-style-type: none"> Identifies some information about safe operation of the utensils and/or equipment to produce chicken tenders 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Use utensils appropriate for the task, only use equipment you are trained in and only use equipment that is in good operational order.

Pre-operational safety practices may include prior to cooking ensure you inspect the deep fryer for signs of damage such as a frayed cord.

Operational safety practices may include

- When using the deep fryer, use tongs to carefully place the chicken tenders in the frying basket then carefully lowering the basket into the hot oil to prevent splattering oil
- Do not leave the fryer unattended while frying food, or it can combust.

Question 21 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of how cooking time and temperature affects each element of the main meal 	8
<ul style="list-style-type: none"> Provides an explanation of how cooking time and temperature affects each element of the main meal 	6–7
<ul style="list-style-type: none"> Provides some information of how cooking time and temperature affects element(s) of the main meal 	4–5
<ul style="list-style-type: none"> Provides basic information of how cooking time and/or temperature affects an element of the main meal 	2–3
<ul style="list-style-type: none"> Provides some relevant information 	1

Answers could include:

- The main meal is cooked using sous vide and boiling
- Sous vide is a method of cookery that involves vacuum sealing foods in a bag and then cooking the bag in a water bath at a low and controlled temperature
- Cooking beef: The low and controlled temperature of 54–70°C would ensure the desired internal temperature (eg rare, medium or well done) of the beef is achieved, sous vide cooking ensures a doneness is consistent from edge to centre, which is challenging to achieve with other cooking methods such as roasting or grilling
- Sous vide cooking time is extended in comparison to other cooking methods, sous vide beef would take 8 hours at a low temperature. The longer cooking times allow the collagen and connective tissue in the beef to break down, resulting in a more tender final product. Meat cooked at a higher temperature, eg roasting will produce a firmer texture
- If the chef wanted tresilling on the beef for a visual appearance, the chef could sear pieces as per order on a hot grill
- Sous vide cooking bok choy: flavours can be drawn into the vegetables cells to infuse when placed into the bag prior to vacuum sealing eg ginger and sesame. The ability to precisely control the cooking time ensures an even texture and colour
- Bok choy does not contain the tough connective tissue that meat does, it would be ready in 30 minutes. It would be done at a lower temperature than steaming or boiling, between 80–84°C
- Boiling potatoes involves submerging a potato into a liquid and raising it to high temperatures 99.9°C so large bubbles appear on the surface
- When boiling potatoes, the cooking time impacts the quality of the final product. Correct cooking time results in softer and more tender potatoes while shorter cooking time yields firmer potatoes. Overcooking can lead to mushy potatoes. Boiling potatoes at a gentle boil rather than a vigorous boil can help prevent them from breaking apart.

Section IV

Question 22

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the consequences of failing to adhere to food safety in the 'paddock to plate' process in the hospitality industry 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 the consequences of failing to adhere to food safety in the 'paddock to plate' process in the hospitality industry Presents a logical and cohesive response Uses hospitality industry examples and terminology 	10–12
<ul style="list-style-type: none"> Provides an explanation of the consequences of failing to adhere to food safety in the 'paddock to plate' process in the hospitality industry Uses hospitality industry examples and/or terminology 	7–9
<ul style="list-style-type: none"> Provides information about adherence to food safety Provides example(s) 	4–6
<ul style="list-style-type: none"> Provides some relevant information 	1–3

Answers could include:

- 'Paddock to plate' signifies the importance of food safety and quality control at every stage of the food production and distribution process.
- A 'paddock to plate' approach is comprehensive and ensures that food is safe for consumers at every step of the process.
- Ensures food is safe and free from contaminants, which minimises the risk of foodborne illnesses and safeguards consumer health and builds consumer trust in the food supply chain.

'Paddock to Plate'

Food production

- Food safety begins with the safe use of approved pesticides, herbicides and fertilisers. This ensures food is safe for consumption.

Food processing

- Staff must adhere to hygiene and sanitation standards for staff and equipment
- When processing food for sale, staff must adhere to temperature controls to minimise microbial growth and risk of food borne illnesses.

Transport

- Food vehicles should be clean and at the correct temperature. This prevents cross contamination and the harmful growth of bacteria.

Food service

- Regular checking of fridge/freezer temperatures ensures food is stored safely for service
- Food must be cooked correctly to prevent the risk of food illness
- Outbreaks of foodborne bacteria can lead to illness, hospitalisation or death. This can reduce consumer confidence in a business or the industry as a whole
- Businesses could receive financial penalties for non-compliance with food safety regulations.

2024 HSC Hospitality Kitchen Operations and Cookery Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Hygiene – preparation, storage and service – page 27
2	1	Kitchen Operations and Cookery – menu – page 60
3	1	Kitchen Operations and Cookery – presentation of food – page 61
4	1	Kitchen Operations and Cookery – food – page 58
5	1	Kitchen Operations and Cookery – clean and sanitise – page 64
6	1	Kitchen Operations and Cookery – cookery methods – page 61
7	1	Kitchen Operations and Cookery – cookery methods – page 61
8	1	Safety – incident, accidents and emergencies – page 35
9	1	Safety – safe work procedures and practices – page 33
10	1	Kitchen Operations and Cookery – clean and sanitise – page 63
11	1	Hygiene – compliance – page 25
12	1	Kitchen Operations and Cookery – preparation – page 59
13	1	Kitchen Operations and Cookery – cookery methods – page 60
14	1	Kitchen Operations and Cookery – clean and sanitise – page 63
15	1	Safety – risk management – page 33

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Kitchen Operations and Cookery – knives – page 57
16 (b)	3	Kitchen Operations and Cookery – knives – page 57
17 (a)	2	Working with colleagues and customers – anti-discrimination – page 42
17 (b)	3	Working with colleagues and customers – customer complaints and feedback – page 41
18 (a)	2	Kitchen Operations and Cookery – cookery methods – page 60
18 (b)	3	Kitchen Operations and Cookery – equipment for food preparation and cookery – page 58
18 (c)	4	Kitchen Operations and Cookery – cookery methods – page 60
19 (a)	2	Hygiene – food contamination and food-borne illnesses – page 28
19 (b)	3	Hygiene – compliance – page 25
19 (c)	5	Hygiene – Hazard Analysis and Critical Control Points (HACCP) – page 27
20	6	Kitchen Operations and Cookery – current industry trends – page 65

Section III

Question	Marks	HSC content – focus area
21 (a)	2	Kitchen Operations and Cookery – cookery methods – pages 60–61
21 (b)	5	Kitchen Operations and Cookery – cookery methods – pages 60–61
21 (c)	8	Kitchen Operations and Cookery – cookery methods – pages 60–61

Section IV

Question	Marks	HSC content – focus area
22	15	Hygiene – safe food handling work practices – page 24