Practice Aptitude Quiz

GTA
GROUP TRAINING AUSTRALIA
(SA) INCORPORATED

Hospitality

Part 1:   About this Hospitality Resource

Guidance

This Practice Aptitude Quiz is intended to be a general illustration of some of the key learning standards required of people attempting an Australian Apprenticeships entry level qualification in the Food and Beverage Services sector of the Hospitality industry.

This Practice Aptitude Quiz is neither a formal assessment tool nor a direct pre-requisite for any job application.

This quiz has been developed with the assistance of Industry and Registered Training Organisations, based on the needs and requirements of the Industry sector.

This Practice Aptitude Quiz has three components: Literacy, Reading and Comprehension; General Knowledge and; Mathematics. The mathematics skills required to complete the questions contained within this document are equivalent to Mathematics at the Year 9 level.

The quiz can be used by different organisations and people such as careers practitioners, Group Training Organisations and Job Services Australia organisations with job seekers.

The Practice Aptitude Quiz can be:

> Used by careers practitioners with individuals or in a class setting to provide general guidance on the level of study involved in undertaking an entry level qualification in this industry;

> Provided to people to enable them to practice their skills before sitting an actual aptitude test;

> Used by teachers as a guide to industry math requirements at the entry point of this particular Australian Apprenticeship career path.

The quiz should be able to be completed in approximately 60 minutes.

Please note that rates quoted in this assessment for various items, including pay rates, are not meant to reflect today's values, but are used purely for mathematical purposes.

Calculators may be used to complete this practice exercise.

Answers are located at the end of the quiz.

Hospitality Career, Occupational Information and Job Hunting Resources

Information and links on the Hospitality industry, careers, job prospects as well as career websites and job hunting resources can be found at www.aapathways.com.au/Career-Resources.

After the Quiz

There are a range of support services available to help you find out about courses that may help you improve your literacy and numeracy skills and also your readiness for work.

If you are still at school you should discuss any concerns you may have with your career adviser. Further information may also be provided by a Job Services Australia provider, an Australian Apprenticeships Centre, a Group Training Organisation or a training provider.

Useful Contacts

Here are some links to job seeker support services:

> Search for your local Australian Apprenticeships Centre - www.aapathways.com.au/aac

> Find a local Group Training Organisation - www.grouptraining.com.au/Find/find_gto.html

> Job Services Australia providers work with eligible job seekers to develop an individually tailored Employment Pathway Plan. The plan maps out the training, work experience and additional assistance needed to find job seekers sustainable employment - www.jobsearch.gov.au/provider/default.aspx

QUIZ

Section 1 - Literacy, Reading and Comprehension

Spelling

1.   **Write the following words and phrases in alphabetical order.**

Pastry Cooking	_____
Chef de Partie	_____
Menu	_____
Presentation	_____
Pastry Cook	_____
Chef de Cuisine	_____
Demi Chef	_____
Preserved foods	_____
Commis Chef	_____
Sous Chef	_____

2.   **There are 14 spelling errors in the text below. Correct the spelling and list them in the order they appear in the text.**

Deeling with the general publick can be stresfull at times, as everybody has there own perseptions of the service they should recieve in a given situation. Provideing considerably less than those expectations, puts you at risk of loosing a customer, and even wurz, having your employes exposed to complaints.
What is a complaint?
A complainte is useually and expression of dissatisfraction with service, food or drink quality and bill paying.

_____

_____

_____

_____

_____

Comprehension

3. **Read the article below and answer the questions on the following page.**

Chefs plan and organise the preparation and cooking of food in a number of settings.
A chef may perform the following tasks:

> Plan menus and work out food and labour costs together with the head chef;
> Plan staff rosters and supervise the activities of cooks and assistants;
> Discuss food preparation issues with managers, cooks, apprentices and other staff members;
> Order food, kitchen supplies and equipment;
> Demonstrate techniques to cooks and advise on cooking procedures;
> Prepare and cook food;
> Divide food into portions, add sauces and garnishes;
> Explain and enforce hygiene regulations;
> Select and train staff;
> Freeze and preserve foods.

In larger establishments such as 'five star' restaurants, the chef de cuisine or head chef generally does more supervising than cooking. Senior chefs have to attend staff meetings where they discuss problems related to their areas and receive or issue instructions to other managerial staff.

In small restaurants, the head chef may prepare food, assisted by other cooks or apprentices. As well as expert cooking knowledge, chefs involved in supervision need a general knowledge of the skills and activities of all their workers.

The range of duties carried out by chefs will vary depending on where they work. Chefs may be required to work shifts, including weekends and public holidays. The work may be demanding, especially at peak hours of the day.

Chefs may specialise as a:
> Chef de Cuisine - head chef or first chef;
> Sous/Second Chef - is the second-in-charge in the kitchen;
> Chef de Partie - a chef specialising as a larder cook, butcher, pastry cook, sauce cook, roast cook, relief cook, side-dish cook, breakfast cook, canteen cook or fish cook;
> Demi Chef - a chef specialising in a particular type of cooking as part of the kitchen brigade; or
> Commis Chef - a chef that has just completed an apprenticeship or has an equivalent qualification.

Personal Requirements:
> A high level of personal cleanliness;
> Enjoyment of cooking;
> Ability to organise efficient work schedules;
> Good communication skills;
> Punctuality;
> Flexibility to perform shift work on a 24-hour rotating roster as required;
> Ability to work under pressure and stay calm in difficult situations.

Questions

a. **The Chef de Cuisine is the: (Circle the correct answer)**

    i. Junior Chef
    ii. Head Chef
    iii. Pastry Chef
    iv. Second Chef

b. **Chefs need to: (Circle the correct answer)**

    i. Enjoy cooking
    ii. Have good communication skills
    iii. Have a high level of personal cleanliness
    iv. All of the above

c. **Supervisory positions require the Chef to: (Circle the correct answer)**

    i. Have an understanding of the skills of all the employees
    ii. Do a lot of food shopping
    iii. Deal primarily with the customers
    iv. Use the cash register

d. **What is a chef who specialises in a particular type of cooking known as? (Circle the correct answer)**

    i. Specialist Chef
    ii. Expert Chef
    iii. Demi Chef
    iv. Trio Chef

e. **What type of work would the chef in the restaurant of a large five star hotel normally do? (Circle the correct answer)**

    i. More supervising than cooking
    ii. More cooking than supervising
    iii. More dealing with customers than cooking
    iv. More cleaning than serving

4. **Read the following food safety and health guidelines and answer the questions that follow.**

Cuts and abrasions can occur when you:

> Handle and work with knives;
> Handle glass;
> Clean sharp equipment.

To reduce the risk of cuts:

> Always cut away from your body;
> Always carry knives with the point down and the blade facing behind you;
> Never try to catch a falling knife;

> Stay alert – always be conscious of your cutting technique;
> Always store knives correctly after use. Never allow them to hang over the edge of a work bench;
> Always use the correct knife for the job;
> Never fool around with a knife;
> Keep knives sharp at all times;
> Dispose of broken glass correctly.

Burn injuries are an occupational hazard in the Hospitality industry. To lower the risk of burns and scalds:

> Assume everything is hot;
> Do not expose bare skin to chemicals;
> Use baskets when deep frying rather than dropping food directly into the deep fryer;
> Use a dry cloth to pick up hot trays as wet cloths will generate steam;
> Keep sleeves rolled down at all times to stop hot liquid splashing onto your arms;
> Protect your face from steam when opening the steamer door.

Cross contamination means transferring bacteria from contaminated people, equipment, food and surfaces to cooked and prepared foods. Food spills can cause cross contamination, therefore:

> Cover foods with waterproof wrapping or store them in sealed containers;
> Once canned foods are opened, transfer the contents into a suitable container;
> Gloves should be changed as soon as you change tasks, such as from handling cooked foods to raw goods;
> Equipment and utensils should be thoroughly cleaned as you change tasks;
> Cooked foods must be stored above raw and different produce/ingredients;
> Food should be stored separately where possible.

Questions

a. **List three ways to reduce the risks of burns and scolds.**

1. _____
2. _____
3. _____

b. **What does cross contamination mean?**

_____
_____
_____

c. **Describe at least five ways to reduce the risk of cuts.**

_____
_____
_____
_____
_____

Section 2 – General Knowledge

1.   **List the 5 main food groups.**

    1. _____
    2. _____
    3. _____
    4. _____
    5. _____

2.   **How are peeled potatoes stored?   (Circle the correct answer)**

    a.   In water to prevent them from going brown
    b.   In a damp cloth to prevent them from going brown
    c.   In the refrigerator
    d.   On the kitchen bench in a well lit area

3.   **What is the best way to defrost food?   (Circle the correct answer)**

    a.   In the microwave
    b.   In the refrigerator
    c.   Under the running water
    d.   On the kitchen bench on a hot day

4.   **When should you wash your chopping board?   (Circle the correct answer)**

    a.   At the completion of each separate/different task
    b.   At the end of your shift
    c.   At the beginning of everyday
    d.   Only when you prepare raw meat

5.   **Match the following nine dishes with the type of cuisine by writing the correct cuisine in the second column.**

Type of Cuisine
Italian
Thai
Greek
Vietnamese
Chinese
Spanish
French
Japan
Indian

Dish	Correct Type of Cuisine
Tapas	
Pho	
Massaman Curry	
Minestrone	
Sushi	
Tandoori Chicken	
Baklava	
Peking Duck	
Ratatouille	

6. **Which one of these items would you use to whip cream?**
   (Circle the correct answer)

   Whisk   Spatula   Wooden Spoon   Fork

7. **When should you wash your hands when handling food?**   **(Circle the correct answer)**

   a.   Immediately before starting and whenever you change tasks.
   b.   After touching your hair or face or any part of your body.
   c.   After visiting the toilet or after doing something else other than handling food.
   d.   All of the above.

8. **What should be the temperature range of a refrigerator?**   **(Circle the correct answer)**

   a.   12 - 15°C
   b.   2 - 4°C
   c.   30 - 60°C
   d.   Minus 18°C

9. **Name the following three chef's utensils.**

_____

_____

_____

Section Three – Mathematics

Number Values

1. **Write as a number:**

   a. two thousand six hundred and thirty four _____

   b. fifty six thousand and eighty seven _____

Calculations

2. **Work out the answers for the following:**

a.   37
    + 41
	b. 68
	    + 74
		c. 258
		    + 105
			d. 6946
			    + 4247
				e. 78
				    - 53

f.   258
    - 157
	g. 354
	    - 78
		h. 8527
		    - 6383
			i. 5 x 4	**j.** 9 x 12

3. **Multiply**

   a. 6.87 by 10 _____

   b. 13.2 by 3 _____

Measurement/Estimation

4. **Match the terms listed below with the correct abbreviation for units of measurement. Write your answer in the right hand column.**

   Distance   Time   Temperature   Weight
   Volume   Cost   Percentage   Speed

Kg	
$	
ml	
km/hr	
min	
%	
°C	
km	

5. From the list of numbers below, write the correct description in the right hand column.

Percentage   Decimal number   Fraction
Mixed number   Ratio   Cost

3/8	
5:4	
$9.00	
16.37	
25%	
2¾	

6. Convert the following:

a. $2.41 to cents   _____

b. 500 cents to dollars   _____

c. 182 days to weeks   _____

d. 3.5 kilograms to grams   _____

e. 4000 grams to kilograms   _____

f. 120 minutes to hours   _____

g. 180 seconds to minutes   _____

h. 3 hours and 12minutes to minutes   _____

i. 3 metres to millimetres   _____

j. 5000 millimetres to metres   _____

k. 2000 millilitres to litres   _____

l. 4 litres to millilitres   _____

m. 8:00pm to 24 hour time   _____

n. 1600 (24 hour time) to am/pm time   _____

7. How many hours and minutes are there from 7:30 am to 3:00 pm?

_____

8. What would the time be if it is:

a. 15 minutes after 9:30 am?   _____

b. 30 minutes before 10:00 pm?   _____

9. **Choose the best estimate for the following problems using the numbers below.**

QUIZ

100	130	60	200	600

a. 98 + 33 _____

b. 34 x 18 _____

c. 713 ÷ 11 _____

d. 24.95 + 73.25 _____

e. 205 - 11.55 _____

Problem Solving

Arithmetic

10. **Two numbers add up to 40. Find the other number if one number is 15?**

_____

Fractions

11. **A cake recipe lists the following ingredients:**

½ cup of chopped walnuts
1½ cup caster sugar
2 cups self-raising flour

What is the total number of cups of ingredients? _____

12. **How much does 1½ kg of beef mince cost at $10 per kg?** _____

Percentages

13. **Calculate the following:**

a. 10% of $44 _____

b. 25% of 1200 _____

14. **Carmella's birthday dinner bill of $48.00 was divided equally among 6 people.**

a. How much did each pay? _____

b. On Tuesdays all meals are half price. If the birthday dinner was held on a Tuesday night, how much would each pay?

_____

15. **Sun Lee earns $500 a week before tax. She receives a pay rise of 10%.**

   a. What is her pay increase before tax? _____

   b. What is her new weekly wage before tax? _____

16. **Greg buys a set of deluxe carving knives for $250. He resells them for $375.**

   a. What profit does Greg make (in dollar value)? _____

   b. What is the profit as a percentage of the cost price? _____

17. **An egg is composed of three parts, shell, white and yolk. If an egg weighs 50 grams and if the shell represents 10% of this weight, how many grams of shell are there?**

   _____

Ratios

18. **Which represents the best value buy? (Circle the correct answer)**

   a. 3 kg for $4.00

   b. 12 kg for $18.00

19. **If a 50 g serving of fish contains 250 mg of sodium, how many milligrams of sodium would there be in a 200 g serving of fish?**

   _____

20. **From the pictures below, what is the ratio of:**

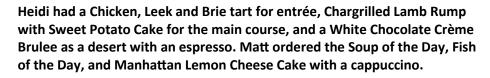   a. bottles to glasses? _____

   b. glasses to bottles? _____

21. If donuts cost 50 cents each how much would a dozen donuts cost?

   _____

22. If a glass holds 200 ml, how many glasses could be filled from a 1 litre bottle?

   _____

23. Mary, a qualified chef, receives a salary of $52,000 a year before tax. How much is Mary paid before tax each fortnight?

   _____

24. Jose earns $21.25 per hour for a 38 hour week. How much does Jose earn a week?

   _____

25. Read the following menu and answer the questions on the next page.

The Southern Wharf Bistro
Dinner Menu

Entrée

Soup of the Day	$ 8.90
Seafood Bouillabaisse with Rouille	$ 12.50
Chicken, Leek and Brie tart	$ 10.50
Roasted Vegetable, Pesto and Haloumi Lasagna	$ 9.90
Freshly Shucked Oysters (1 dozen)	$ 24.90

Main Course

Slow Cooked Pork Belly with Mushrooms	$ 24.90
Chargrilled Lamb Rump with Sweet Potato Cake	$ 24.90
Roasted Free Range, Corn Fed Chicken	$ 24.90
Locally Caught Fish of the Day	$ 22.90

Dessert

White Chocolate Crème Brulee	$ 8.50
Manhattan Lemon Cheese Cake	$ 8.50
Fresh Fig and Almond Pudding	$ 8.50

Coffee & Tea

Espresso	$ 4.00
Cappuccino	$ 4.00
Tea Selection	$ 3.00

Enjoy

Heidi had a Chicken, Leek and Brie tart for entrée, Chargrilled Lamb Rump with Sweet Potato Cake for the main course, and a White Chocolate Crème Brulee as a desert with an espresso. Matt ordered the Soup of the Day, Fish of the Day, and Manhattan Lemon Cheese Cake with a cappuccino.

Questions.

a. What is the cost of a ½ dozen Oysters?

b. What was Heidi's total for her bill?

c. Heidi paid for her meal with cash totaling $100. How much change did she get?

d. How much did Matt's meal cost?

e. What was the total bill for Heidi and Matt?

f. If this meal had been purchased on a Tuesday, when all menu items are half price, how much would Heidi have paid for her meal?

g. How much would Heidi have saved by eating out on half price Tuesday?

h. If Heidi and Matt had decided to eat on Tuesday, when the meals are half price, how much would each have paid if they shared the bill equally?

ANSWERS

Section 1 - Literacy, Reading & Comprehension Questions

1. Chef de Cuisine, Chef de Partie, Commis Chef, Demi Chef, Menu, Pastry Cook, Pastry Cooking, Presentation, Preserve foods, Sous Chef

2. Dealing, public, stressful, their, perceptions, receive, Providing, losing, worse, employees, complaint, usually, an, dissatisfaction

3. **a.**   Head chef   **b.**   All of the Above   **c.**   Have an understanding of the skills of all employees
    d.   Demi chef   **e.**   More supervising than cooking

4. **a.**   To prevent burns and scalds: Assume everything is hot; Do not expose bare skin to chemical; Use baskets when deep frying; Use a dry cloth to pick up hot trays; Keep sleeves rolled down at all times; Protect your face from steam when opening the steamer door.

    b.   Cross contamination means transferring bacteria from contaminated people, equipment, food and surfaces to cooked and prepared foods and food spills.

    c.   Five ways to reduce cuts can include: Always cut away from your body; Always carry knives with the point down and the blade facing behind you; Never try to catch a falling knife; Stay alert; Always store knives correctly after use; Always use the correct knife for the job; Never fool around with a knife; Keep knives sharp at all times and; Dispose of broken glass correctly.

Section 2 - General Knowledge

1. -   Dairy
    -   Meat/Poultry/Eggs/Fish or Protein
    -   Fruits and Vegetables
    -   Grains/Cereals/Pulses or Carbohydrates
    -   Fats and Sugars

2. **a.**   In water to prevent them from going brown.

3. **b.**   In the refrigerator.

4. **a.**   At the completion of each separate/different task.

5.

Tapas	Spanish
Pho	Vietnamese
Massaman Curry	Thai
Minestrone	Italian
Sushi	Japanese
Tandoori Chicken	Indian
Baklava	Greek
Peking Duck	Chinese
Ratatouille	French

6. Whisk

7   **d.**   All of the above.

8. **b.**   2 - 4°C

9. Knife, Steel, Stone

Section 3 – Mathematics Questions

1. **a.** 2,634 **b.** 56,087

2. **a.** 78 **b.** 142 **c.** 363 **d.** 11,193 **e.** 25
   f. 101 **g.** 276 **h.** 2,144 **i.** 20 **j.** 108

3. **a.** 68.7 **b.** 39.6

4.

Kg	Weight
$	Cost
ml	Volume
km/hr	Speed
min	Time
%	Percentage
°C	Temperature
Km	Distance

5.

3/8	Fraction
5:4	Ratio
$9.00	Cost
16.37	Decimal number
25%	Percentage
2¾	Mixed number

6. **a.** 241 cents **b.** $5 **c.** 26 weeks **d.** 3500 g **e.** 4 kg
   f. 2 hrs **g.** 3 mins **h.** 192 mins **i.** 3000 mm **j.** 5 m
   k. 2 litres **l.** 4000 ml **m.** 2000 hrs **n.** 4 pm

7. 7 hrs and 30 mins

8. **a.** 9:45 am **b.** 9:30 pm

9. **a.** 130 **b.** 600 **c.** 60 **d.** 100 **e.** 200

10. 25

11. 4 cups

12. $15.00

13. **a.** $4.40 **b.** 300

14. **a.** $8.00 **b.** $4.00

15. **a.** $50 **b.** $550

16. **a.** $125 **b.** 50%

17. 5 grams

18. **a.** 3 kg for $4.00

19. 1000mg

20. **a.** 2:5 **b.** 5:2

21. $6.00

22. 5

23. $2000

24. $807.50

25. **a.** $12.45 **b.** $47.90 **c.** $52.10 **d.** $44.30 **e.** $92.20
    f. $23.95 **g.** $23.95 **h.** $23.05

Contributions

This Practice Aptitude Quiz would not have been possible without the support of the State Government of South Australia, Group Training Australia (SA) Inc and its members.

This Practice Aptitude Quiz was developed by:

Group Training South Australia - www.gtasa.com.au
Group Training Australia (SA) (GTA SA) is a network of independent not for profit organisations located in metropolitan Adelaide and all major population centres throughout the state. These organisations operate on either an industry or regional basis and collectively they provide employment for in excess of 4,000 apprentices and trainees.

GTA SA members are:

> AFL SportsReady - www.aflsportsready.com.au
> ATEC Group Training - www.atec.asn.au
> Australian Industry Group Training Services - www.aigts.com.au
> Career Employment Group - www.ceg.net.au
> Group Training Employment - www.gte.org.au
> Hospitality Group Training - www.hospitalitysa.com.au
> Maxima Group Training - www.maxima.com.au
> Motor Trade Association Group Training Scheme - www.mta-sa.asn.au/wcm/tec
> Murraylands Training & Employment Association of SA Inc - www.mteasa.com.au
> PEER VEET - www.peer.com.au
> Plumbing Industry Association Group Training - www.piasa.com.au
> SMGT Total Employment Solutions - www.smgt.com.au
> Statewide Group Training - Torrensville - www.statewidegrouptraining.com.au
> Trainee and Apprentice Training Service Inc (TAPS) - www.tapssa.com.au

With specific thanks to:

Hospitality Group Training – www.hospitalitysa.com.au
HGT is a not-for-profit Registered Training Organisation specialising in customising relevant and flexible training for the Hospitality Industry. We offer broad based industry knowledge and a whole-of-business approach. We pride ourselves on our ability to provide innovative training solutions to the Industry. HGT are owned by industry bodies the AHA|SA & the LHMU. HGT is also a Group Training Organisation which offer Apprenticeships and Traineeships in the Hospitality Industry. We are the only Group Training Organisation is South Australia that specialize in the training and employment of hospitality workers.

Australian Apprenticeships Pathways Website - www.aapathways.com.au
This website provides sample Australian Apprenticeships job descriptions and links to more Australian Apprenticeships information and resources. The site is funded by the Department of Industry.

Service Skills Australia - www.serviceskills.com.au
Service Skills Australia (SSA) is one of 11 Industry Skills Councils funded by the Australian Government to support skills development. Service Skills represents a range of industry sectors, including retail and wholesale, sport, fitness, community recreation, outdoor recreation, travel, tours, meetings and events, accommodation, restaurants and catering, caravans, hairdressing, beauty, floristry, community pharmacy and funeral services. Service Skills Australia is a comprehensive source of expert, independent advice for industry, training organisations and employees, students and jobseekers about skills development in the service industries.

The Career Education Association of Victoria - www.ceav.vic.edu.au
The CEAV is the Victorian peak body for secondary school career practitioners, work experience coordinators, VET coordinators and MIPS coordinators. The CEAV provides professional development opportunities for members and also works with business, industry, and the education and training sector.

Industry Training Australia P/L - www.itaust.com.au
Industry Training Australia (ITA) develops and delivers information and communication services, including the Australian Apprenticeships Pathways website, for service provider networks and the general public.

For enquiries about this Practice Aptitude Quiz contact the Australian Apprenticeships and Traineeships Information Service on 1800 338 022.