

Serie 2021.4H

Conoscenze professionali / CCO 5

Esame parte 4 scritto

Candidati

Procedura di qualificazione

**Impiegata/o di gastronomia
standardizzata AFC**

Cognome

Nome

N. candidata / candidato

Data

Time	60 minutes for 6 tasks (vocabulary, dialogue, reading and grammar, writing). There are TWO writing tasks. Candidates must write both tasks.
Aid	No dictionaries or aids are permitted.
Electronic devices	Mobile phones or other electronic devices must be constantly turned off.
Writing instruments	Please use a ball-point or felt-tip pen. Pencils or correctable pens are not permitted.
Review	The achievable number of points is listed. Supernumerary answers are not rated.

Scala delle note

Punteggio massimo: 100

95,0 – 100,0	punti	=	nota 6
85,0 – 94,5	punti	=	nota 5,5
75,0 – 84,5	punti	=	nota 5
65,0 – 74,5	punti	=	nota 4,5
55,0 – 64,5	punti	=	nota 4
45,0 – 54,5	punti	=	nota 3,5
35,0 – 44,5	punti	=	nota 3
25,0 – 34,5	punti	=	nota 2,5
15,0 – 24,5	punti	=	nota 2
5,0 – 14,5	punti	=	nota 1,5
0,0 – 4,5	punti	=	nota 1

Punti ottenuti	Nota

Firma delle perite / dei periti d'esame

Embargo:

Questi esercizi d'esame **non possono essere utilizzati** a titolo
esercitativo **prima del 1° maggio 2023.**

Esercizi d'esame realizzate da:
Editore:

Commissione d'esame di Hotel & Gastro *formation* Svizzera, Weggis
CSFO/SDBB, settore Procedura di qualificazione, Berna

Background information

- You are taking on the position of deputy restaurant manager for the restaurant "go fresh". The restaurant features fresh regional products and is centrally located in Zurich surrounded by commercial buildings, banks and insurance companies.
- You have many long-term employees with a lot of experience. You also have a partnership with international System Catering companies and some of their employees are working in your restaurant to gain experience. Many speak only English.
- A big new business with many international employees, including Japanese team members, has recently moved to the part of Zurich where your restaurant is located.
- The restaurant manager would like you to be responsible for training Swiss employees to deal with the expected increase in numbers international clients.
- A part of this role is to make sure that the Swiss team and the international team of employees have the correct vocabulary to communicate about the key cooking processes and planning events.

Task 1a Vocabulary gap-fill

Max. 1 point per correct answer.

max.

10

Complete sentences 1 – 10 by choosing the correct verb from the box. You may need to change the verb from the infinitive by adding an ending (-ed or -ing).

eff.

Whisk * peel * taste * pour * cut * stir * mix * grate * bake * fry

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1. You have to _____ some vegetables, like carrots, before cooking them.
2. To make an apple tart, you should _____ the apples in thin even slices.
3. To make a steak _____ it in a frying pan.
4. To make pancake _____ eggs, some flour and some milk in a bowl.
5. You can make whipped cream by _____ the cream by hand or with a machine.
6. _____ the parmesan cheese before sprinkling it over the pasta.
7. You should _____ the sauce you have made to make sure it is not too salty.
8. When you heat a soup, _____ it frequently with a spoon so that it does not stick on the bottom of the pan.
9. Many cakes are _____ in an oven at 200° C.
10. When you have mixed the eggs, the milk and the flour, _____ the pancake mixture into the frying pan.

Task 1b Vocabulary matching

Max. 1 point per correct answer.

max.

10

In the middle column, write the number of the correct cooking verb to match the definition.

eff.

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Cooking verb	Write the number of the verb that matches the definition on the right.	Definition
1. Barbecue		To cook meat or vegetables under a source of heat.
2. Boil		To cook gently in a liquid (for example fish).
3. Deep-fry		To cook over direct heat in hot oil or fat.
4. Fry		To cook food, especially meat, outside over a fire.
5. Grill		To evaporate liquid from a sauce by heating to make it more concentrated.
6. Parboil		To heat liquid gently so that it does not get hotter than 100° C.
7. Poach		To cook in water or liquid that is at least 100° C hot.
8. Reduce		To cook by dipping food in a utensil of fat or oil, for example chips.
9. Roast		To cook meat or vegetables in an oven or over a fire.
10. Simmer		To cook partially by boiling for a short time.

Task 2 Dialogue

Max. 1 point per correct answer.

max.

12

Please put this dialogue between a waiter and a guest into the correct order. The first two and the last sentences have been done for you.

eff.

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Order	Dialogue
1.	Welcome, Can I help you?
2.	Yes, I'd like to have some lunch.
	No, thanks. Just the bill, please.
	Would you like anything to drink?
	Can I bring you anything else? Would you like a dessert or coffee?
	Would you like a starter?
	Your bill, madam.
	I'd like the fish with vegetables and rice, please.
	Thank you very much. Do you need a receipt?
	Yes, could I have a bowl of chicken soup, please?
	Here's CHF 35.00, keep the change.
	Yes, I'd like a glass of mineral water, please.
	No, that's OK. Thank you very much. Have a good day.
	And what would you like for your main course?
15.	Thank you. Same to you. We look forward to welcoming you again.

Task 3 Reading and Grammar

Points: 2 points per gap: 1 for correct tense, 1 for correct spelling.

1. Read this blog post about mealtime habits in Japan. Fill in the gaps with the correct tense of the verb in brackets after the gap.

Life in Japan is really interesting and at the moment I¹ (learn), a lot about the culture for example, food. Back at home, I often have cereal for breakfast, sandwiches for lunch and pizza or pasta for dinner.

Not here! My friend Yu and her family² (eat) boiled rice and fried fish for breakfast for many years. Some people eat natto too, which is fermented soybeans. It's very popular, but I don't like it myself. Most people eat a traditional Japanese breakfast, but toast, jam and yoghurt³ more popular (become).

The *bento* is popular at lunch: it's a homemade meal of rice, cooked vegetables and meat or fish. They take it to work or school in a special box. Children's bentos sometimes have rice balls made into the shape of cartoon characters. Apparently, enthusiastic parents in other countries⁴ (start) making bento boxes for their children too.

At dinner, many Japanese families still sit on the floor around a low table – the way they⁵ (sit) for many years. Nowadays, they eat international food when they go out, but at home, they still enjoy⁶ (make) the traditional dishes.

Text adapted from PET Gold, Pearson, 2019

2 points per question: 1 point for correct answer, 1 point for correct spelling.

2. Answer these questions about the text.

- a) How are eating habits in Japan changing?

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- b) How have eating habits in Japan affected habits in other parts of the world?

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- c) Is natto made from fresh vegetables?

.....
.....

max.

12

eff.

.....

max.

6

eff.

.....

You should complete **both** writing tasks.

Task 4a Writing task: ONE	
- Your manager has asked you to prepare a flyer advertising your restaurant. - The goal is to encourage the employees at the new international business to come to your restaurant. Write a flyer including at least <u>FIVE</u> points covering the following information: - Opening hours - What is special about your restaurant - The range of menus - Where you source your fresh products - Price range - Facilities (free wifi etc) - Whether employees can reserve the restaurant for personal parties Write about 100 – 120 words.	max.
	25
	eff.

Task 4b Writing task: TWO	
- The international business close to your restaurant would like to run an event at your restaurant. The guests are clients and employees. The event is a celebration. - The events manager would like an offer for the event from you. Write an email including at least <u>FIVE</u> points covering the following information: - Which part of the restaurant you can offer the client and why it is suitable - What dishes you suggest for the different courses of the buffet - What decorations you suggest - What sound system you have available - How much the event will cost - What the cancellation policy is - When the bill must be paid Write about 100 – 120 words.	max.
	25
	eff.

Your writing will be marked using the following assessment criteria. You will lose **content** points if you do not mention a minimum of **5 points**.

	max. a) and b)	points eff. a)	points eff. b)
Content: ideas and number of points	max. 12 points		
Language	max. 10 points		
Correct style for audience	max. 3 points		
Total	max. 25 points each a) and b)		

Task 4a Writing task: ONE

[illegible]

Task 4b Writing task: TWO

[illegible]