

**Language, Literacy, Numeracy and Digital Numeracy  
assessment**



Name: \_\_\_\_\_

Assessment date: \_\_\_\_\_

**Instructions**

Smartskill are required to assess your language, literacy, numeracy and digital literacy prior to undertaking any training and assessment. This assessment identifies where you may need support, and any future training and assessment can be adjusted or specialist support provided to guide you through your learning journey.

You are to attempt all questions and must write your answers in the spaces provided.

This assessment can take up to 60 minutes to complete.

Please complete the tasks without assistance, and if you need any help please contact Smartskill on [admin@smartskill.com.au](mailto:admin@smartskill.com.au) or (07) 3279 0656.

**Administration use**

Assessor comments:

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☐ No further assistance required

☐ Further assistance required

Actions/Assistance required:

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Assessor name: \_\_\_\_\_

Assessor Signature: \_\_\_\_\_

Date of review: \_\_\_\_\_

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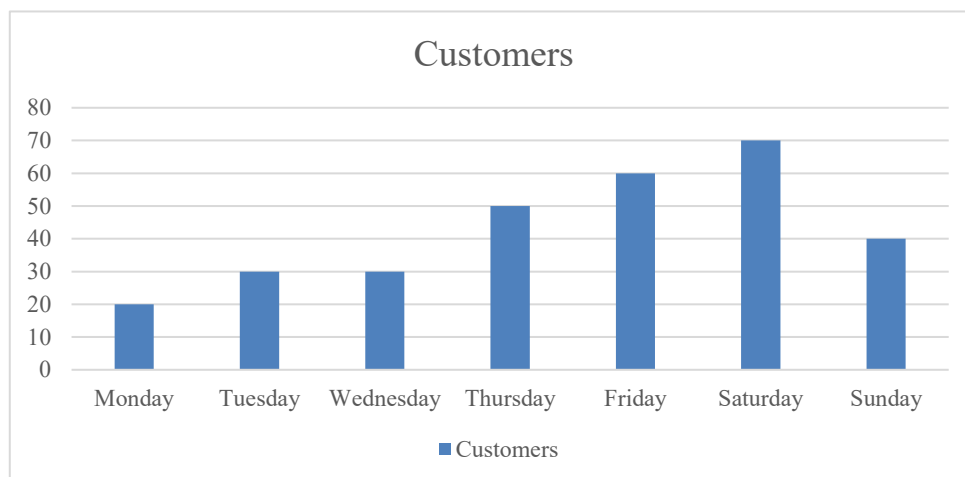


**Numeracy**

Answer the following numeracy questions and write the answer in the space provided

Question	Task	Answer
1	$74 \times 10$	
2	$8 \times 5$	
3	$12 \times 6 + 29$	
4	$5 + 40 + 2 + 11$	
5	$81 - 23$	
6	$21 - 11 \times 10$	
7	<p>You must buy the following supplies for the kitchen staff. They have asked for some stationery - A4 writing paper that costs \$5.50, a presentation folder that costs \$3.25 and a set of highlighter pens that costs \$5.95.</p> <p><i>Answer the following questions.</i></p>	
	a) What is the total cost for all the items?	
	b) How much change will you receive if you pay with \$20.00 cash?	
8	<p>You work in a restaurant as a food and beverage attendant. Your regular hours are Monday to Friday from 8.00am to 4.00pm. For this job, you earn \$30.00 gross per hour and are given a 30 minute lunch break every day. Your gross weekly wages are subject to government tax of 20%.</p> <p><i>Answer the following questions.</i></p>	
	a) How many hours do you work each week?	
	b) What are your gross wages each week? (e.g. before tax)	
	c) Based on your weekly wages, how much government tax do you pay?	
	d) What are your weekly wages after the government tax has been removed?	

**9** The graph below shows the number of customers that visit a café each day.



- |   |  |
|---|--|
| a) What was the quietest day at the cafe?                   |  |
| b) How many customers visited the cafe over the whole week? |  |
| c) Which day(s) had the same number of customers?           |  |
| d) Which day had the highest number of customers?           |  |

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**Language and literacy**

Answer the following language and literacy questions and write the answer in the space provided

10	a) Why do you want to complete a qualification within the hospitality industry?	
	b) What are your goals after completing the qualification?	
	c) What skills will do you think you will develop by studying a hospitality qualification?	
	e) Why is good customer service important in hospitality?	
	f) You are sick and cannot work today, what would you write or say to your supervisor or manager.	

11	<i>“Staff must wash their hands before handling food and after using the bathroom.”</i>	
	a) Why is it important for staff to wash their hands?	

12	<i>The following sign is on the front door of a café.</i>  <i>The café opens at 7:00 am and closes at 3:00 pm.</i> <i>Breakfast is served until 11:30 am.</i> <i>Coffee and cake are available from 11.30am</i>	
	a) What time does the café close?	
	b) Can a customer order breakfast at 12:00 pm?	
	c) When can coffee and cake be purchased?	




<b>13</b>	<i>Match each word below to the similar word from the list. Write word you think is similar in the box below. Each word can be used only once.</i>		
	<b>Hire</b>	<b>Job</b>	<b>Help</b>
	<b>Ignore</b>	<b>Schedule</b>	<b>Query</b>
	a) Task		
	b) Question		
	c) Timetable		
	d) Employ		
	e) Support		

<b>14</b>	<i>Put an "x" in the box which shows the correct spelling of the word</i>		
	a) Hospitality		
	b) hospatality		
	c) hospitality		
	d) hospitaliety		

<b>15</b>	<i>Put an "x" in the box which shows the correct spelling of the word</i>		
	a) safty		
	b) saffety		
	c) safety		
	d) saftie		

<b>16</b>	<i>Put an "x" in the box which shows the correct spelling of the word</i>		
	a) restarant		
	b) restaurant		
	c) restarent		
	d) restarunt		

<b>17</b>	<i>This task asks you to think about your own learning and experience. Read each question carefully and answer honestly. There are no right or wrong answers. Put an "x" in the box to identify your answer.</i>			
		<b>Yes</b>	<b>Sometimes</b>	<b>No</b>
	I use basic maths for money and time			
	I can send a text message			
	I use the internet to search for information			
	I can use a computer to email, create and save documents			
	I can read books, emails and text messages			
	I am comfortable reading instructions			
	I can read an electronic or paper map			

18	<p>Match each word to the corresponding sign. Write the correct word in the box next to the corresponding sign. Each word can be used only once.</p> <ul style="list-style-type: none"> <li>• <b>No phones</b></li> <li>• <b>Disabled access</b></li> <li>• <b>Exit</b></li> <li>• <b>Toilets</b></li> <li>• <b>No smoking</b></li> </ul>	
		
		
		
		
		

19	<p>Match each word to the correct meaning. Write the correct word in the box next to the meaning. Each word can be used only once.</p> <ul style="list-style-type: none"> <li>• <b>Menu</b></li> <li>• <b>Hygiene</b></li> <li>• <b>Roster</b></li> </ul>	
	a) List of food and drinks available at the restaurant	
	b) A work schedule showing the times and dates for all employees	
	c) Always keep clean and safe whilst working	

20	<p><i>Below is a basic handwashing procedure used in the hospitality industry. You need to identify the correct steps in the procedure. Write a number from 1 – 5 against the correct step.</i></p>	
	Turn on the tap and wet your hands with clean, running water.	
	Dry your hands using a clean paper towel or hand dryer	
	Rub your hands together to make a lather for 20 seconds	
	Apply soap to your hands.	
	Rinse your hands well under clean, running water.	