

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: \_\_\_\_\_

## 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>Answer the following questions.</p> <p>a) What is the total cost for all the items?</p> <p>b) How much change will you receive if you pay with \$20.00 cash?</p>	
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>Answer the following questions.</p> <p>a) How many hours do you work each week?</p> <p>b) What are your gross wages each week? (e.g. before tax)</p> <p>c) Based on your weekly wages, how much government tax do you pay?</p> <p>d) What are your weekly wages after the government tax has been removed?</p>	

9	<p>The graph below shows the number of customers that visit a café each day.</p>  <table border="1"><thead><tr><th>Day</th><th>Customers</th></tr></thead><tbody><tr><td>Monday</td><td>20</td></tr><tr><td>Tuesday</td><td>30</td></tr><tr><td>Wednesday</td><td>30</td></tr><tr><td>Thursday</td><td>50</td></tr><tr><td>Friday</td><td>60</td></tr><tr><td>Saturday</td><td>70</td></tr><tr><td>Sunday</td><td>40</td></tr></tbody></table>	Day	Customers	Monday	20	Tuesday	30	Wednesday	30	Thursday	50	Friday	60	Saturday	70	Sunday	40
Day	Customers																
Monday	20																
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	<p>a) What was the quietest day at the cafe?</p> <p>b) How many customers visited the cafe over the whole week?</p> <p>c) Which day(s) had the same number of customers?</p> <p>d) Which day had the highest number of customers?</p>																

### Language and literacy

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

<b>10</b>	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.	

<b>11</b>	<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?	

<b>12</b>	<i>The following sign is on the front door of a café.</i>	
	<p><i>The café opens at 7:00 am and closes at 3:00 pm.  Breakfast is served until 11:30 am.  Coffee and cake are available from 11.30am</i></p>	
	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?	

13	<p>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.</p> <p><b>Hire   Job   Help   Ignore   Schedule   Query</b></p> <table border="1" data-bbox="235 422 1518 779"> <tbody> <tr> <td data-bbox="235 422 794 489">a) Task</td><td data-bbox="794 422 1518 489"></td></tr> <tr> <td data-bbox="235 489 794 557">b) Question</td><td data-bbox="794 489 1518 557"></td></tr> <tr> <td data-bbox="235 557 794 624">c) Timetable</td><td data-bbox="794 557 1518 624"></td></tr> <tr> <td data-bbox="235 624 794 691">d) Employ</td><td data-bbox="794 624 1518 691"></td></tr> <tr> <td data-bbox="235 691 794 779">e) Support</td><td data-bbox="794 691 1518 779"></td></tr> </tbody> </table>	a) Task		b) Question		c) Timetable		d) Employ		e) Support	
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14	<p>Put an “x” in the box which shows the correct spelling of the word</p> <table border="1" data-bbox="235 916 1518 1069"> <tbody> <tr> <td data-bbox="235 916 794 961">a) Hospitality</td><td data-bbox="794 916 1518 961"></td></tr> <tr> <td data-bbox="235 961 794 1006">b) hospatality</td><td data-bbox="794 961 1518 1006"></td></tr> <tr> <td data-bbox="235 1006 794 1051">c) hospitality</td><td data-bbox="794 1006 1518 1051"></td></tr> <tr> <td data-bbox="235 1051 794 1069">d) hospitaliety</td><td data-bbox="794 1051 1518 1069"></td></tr> </tbody> </table>	a) Hospitality		b) hospatality		c) hospitality		d) hospitaliety	
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17	<p>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.</p> <table border="1" data-bbox="235 1664 1518 1987"> <thead> <tr> <th></th><th data-bbox="1044 1664 1124 1702">Yes</th><th data-bbox="1140 1664 1298 1702">Sometimes</th><th data-bbox="1314 1664 1410 1702">No</th></tr> </thead> <tbody> <tr> <td data-bbox="187 1724 711 1760">I use basic maths for money and time</td><td data-bbox="1044 1724 1124 1760"></td><td data-bbox="1140 1724 1298 1760"></td><td data-bbox="1314 1724 1410 1760"></td></tr> <tr> <td data-bbox="187 1765 568 1801">I can send a text message</td><td data-bbox="1044 1765 1124 1801"></td><td data-bbox="1140 1765 1298 1801"></td><td data-bbox="1314 1765 1410 1801"></td></tr> <tr> <td data-bbox="187 1805 774 1841">I use the internet to search for information</td><td data-bbox="1044 1805 1124 1841"></td><td data-bbox="1140 1805 1298 1841"></td><td data-bbox="1314 1805 1410 1841"></td></tr> <tr> <td data-bbox="187 1846 1013 1882">I can use a computer to email, create and save documents</td><td data-bbox="1044 1846 1124 1882"></td><td data-bbox="1140 1846 1298 1882"></td><td data-bbox="1314 1846 1410 1882"></td></tr> <tr> <td data-bbox="187 1886 806 1922">I can read books, emails and text messages</td><td data-bbox="1044 1886 1124 1922"></td><td data-bbox="1140 1886 1298 1922"></td><td data-bbox="1314 1886 1410 1922"></td></tr> <tr> <td data-bbox="187 1927 711 1963">I am comfortable reading instructions</td><td data-bbox="1044 1927 1124 1963"></td><td data-bbox="1140 1927 1298 1963"></td><td data-bbox="1314 1927 1410 1963"></td></tr> <tr> <td data-bbox="187 1967 711 2003">I can read an electronic or paper map</td><td data-bbox="1044 1967 1124 2003"></td><td data-bbox="1140 1967 1298 2003"></td><td data-bbox="1314 1967 1410 2003"></td></tr> </tbody> </table>		Yes	Sometimes	No	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			
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## assessment

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>
	<p>a) List of food and drinks available at the restaurant</p>
	<p>b) A work schedule showing the times and dates for all employees</p>
	<p>c) Always keep clean and safe whilst working</p>

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> <table border="1"><tbody><tr><td data-bbox="235 467 790 563">Turn on the tap and wet your hands with clean, running water.</td><td data-bbox="790 467 1519 563"></td></tr><tr><td data-bbox="235 563 790 682">Dry your hands using a clean paper towel or hand dryer</td><td data-bbox="790 563 1519 682"></td></tr><tr><td data-bbox="235 682 790 779">Rub your hands together to make a lather for 20 seconds</td><td data-bbox="790 682 1519 779"></td></tr><tr><td data-bbox="235 779 790 875">Apply soap to your hands.</td><td data-bbox="790 779 1519 875"></td></tr><tr><td data-bbox="235 875 790 979">Rinse your hands well under clean, running water.</td><td data-bbox="790 875 1519 979"></td></tr></tbody></table>	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.	
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