



**“Tecnico della ristorazione collettiva sostenibile” BANDO SMART 033/A
Soggetto Attuatore: Università dei Sapori scarl**

INGLESE DELLA RISTORAZIONE
She _____ to buy some butter for this recipe.
He ate his ham sandwich after he _____ mayonnaise on the bread.
She _____ parsley over the potatoes.
The snow _____ when the sun comes out.
He _____ the tiramisu in the refrigerator to keep it cool.
I _____ milk and sugar in my coffee before I drink it.
_____ some cinnamon and sugar together in a small bowl.
_____ the grill function of the oven.
Put the bread _____ the oven to bake.
Bob _____ ice cream today.
I _____ like a chocolate ice cream, please.
Sue is hungry, she _____ a large chocolate ice cream.
He added the sugar when he _____ all the ingredients together.
A: "Good evening. Can I get you a drink?" B: "I'll _____ a coke."
You need boiling water to prepare _____ food.
Angelo went out to buy a _____ of bread.
To make cinnamon toast, you will need sugar, cinnamon, butter and sliced bread. _____18____, mix some cinnamon and sugar together in a small bowl.
How many _____ of chocolate do you need to make this cake?
I need onions and a _____ of tomatoes to make the sauce.
We need _____ and vegetables.
There are _____ cartons of juice left, so don't buy any more.
There aren't _____ cartons of juice left, please buy some.
Cooks are responsible _____ the preparation of food and can be employed in many different environments
Some cooks may _____ culinary school or pursue certifications if they want to become chefs or head cooks.
Many pieces of kitchen _____ are sharp.

Preparing, seasoning, and cooking a wide variety of foods are tasks for:
The Chef de Cuisine is the:
Chefs need to:
Supervisory positions require the Chef to:
Which one of these would you use to whip cream?
What is the recommended number of serves of fruit and vegetables that you should eat everyday?
When boiling water what does adding salt do?
What is the most sanitary type of cutting board?
What item in your kitchen typically holds the most bacteria?
Caterers...
Kitchen hands...
Pastry chefs...
Waiters...
Food and beverage managers...
To reduce the risk of cuts:
Burn injuries are an occupational hazard in the Hospitality industry. To lower the risk of burns and scalds:
Cross contamination means:
Food spills can cause cross contamination, therefore:
What is the best way to defrost food?
When should the cook wash his chopping board?
When should you wash your hands when handling food?
Restaurant managers are responsible for:
In order for a foodborne illness to be investigated as an outbreak, how many people need to report getting sick after eating the same food?
Poor food safety can result in the following EXCEPT:
Organization of workstation helps in_____.
The best way for the Host/Maître d' to balance the dining room seating flow is to:
In an extremely busy restaurant, the best way to keep newly arriving customers from leaving to dine elsewhere is to:
Menu knowledge is very important for the waitstaff in providing excellent service because:
Cost of goods means:
Fixed costs are:
Table turns mean:
Tableware means:
Back of House refers to the area of a restaurant ...
Food waste means:
Waste factor means:
Variable costs are:

Host/Hostess is
_____ restaurants specialize in ethnic or national cuisines.
_____ restaurants emphasize speed of service.
_____ is a large vehicle equipped to cook and sell food.
_____ restaurants are full service restaurants with specific dedicated meal courses.
For maximum usage and efficiency, the dining room floor diagrams, including table numbers and position points, must be:
An example of the staff schedule affecting payroll and/or dining room service would be:
For maximum usage and efficiency, the menu descriptions must:
Cross-training helps form a well rounded staff because:
Dining room temperature, lighting, and music should always be adjusted:
A great way to cut down on glass and plate ware breakage is to:
Which is an example of menu knowledge when it comes to restaurant customer service?
If a customer has specified that they are coeliac, what does that mean?
What do you do first before you can eat a carrot?
A _____ is a vegetarian who does not consume any meats or any food that comes from an animal.
Which of these are healthy methods of cooking?
A food handler has had diarrhea or vomiting, which is the correct action to take as a manager?
When a first- or second- degree burn occurs, immediately apply...
What does pre-heat mean?
Raw chicken breasts are left out at room temperature on a prep table. What is the main risk that could cause a foodborne illness?
A definition of microorganism is...
A band-aid found in your soup is an example of a...
A clear, pale liquid made by simmering poultry bones is called:
Pan-frying, deep frying, grilling, broiling and roasting are all examples of the _____ method.
When broiling the heat source comes from...
When grilling the heat source comes from...
Placing hot food into an ice bath is known as:
Use this technique to beat ingredients very rapidly to bring in air and increase volume, as in whipping cream.
What is the temperature danger zone?
If you are preparing food and the knife drops, what do you do?
What are the 5 mother sauces?
Coffee cups should be handled by the...
Ice should be handled using...
The proper way to handle a plate when serving food is to...
Chemicals should be stored...

Raw seafood, meat, and poultry should be stored...
To be effective, cleaning and sanitizing must be a ____ step process.
A surface must be cleaned with a...
Food-contact surfaces should be cleaned and sanitized at least every...

INGLESE _SOSTENIBILITA' AMBIENTALE
Biodiesel is ...
Carbon dioxide is...
Carbon emissions are...
Composting is...
Global warming...
Ozone layer...
Recycling means:
Solar panels...
Sustainability means:
If something is sustainable, it means that...
Which of the following is a natural resource?
Which of the following is NOT sustainable?
Which of these can you NOT recycle?
Which of these is a type of green energy?
Which of the following will help you to save water?
which of these modes of transport is best for the environment?
Where do greenhouses trap energy?
What is one reason why scientists think that the sea level is getting higher?
On the Earth, which are the coldest places?
Which raw material is used to prepare biofuels?
Which sea creature is killed for its oil?
The sustainable development goals come into effect on 1 January 2016. When are they due to expire?
How many sustainable development goals are there?
Which of the following is not a sustainable development goal?
The sustainable development goals are designed to apply to which countries?
Which of these sustainable development aims did not feature as standalone millennium development goal?
The first sustainable development goal aims to eradicate extreme poverty. How does the UN currently measure extreme poverty?
The sustainable development goals will replace the millennium development goals - of which there are how many?

Each SDG is supported by a set of <i>Targets</i> — specific objectives that are associated with that Goal. How many Targets are there in total?
Goal 1 is about poverty. What is the aim of this Goal?
Which of the following is NOT part of the Sustainable Development Goals?
Which of the following is NOT part of Goal 15, on ecosystems?
Which of the following is NOT true about the SDGs?
_____ are comprised of _____ which are groups of interbreeding individuals of the same species.
The following process(es) is/are part of the carbon cycle in an ecosystem:
When two organisms live in a close association, and both benefit, the relationship is called _____.
Desertification, deforestation, and pesticide pollution can all cause a/an _____ in the biodiversity of a community.
Which of these produces the most of earth's oxygen?
What does GWP stand for?
Which has the biggest carbon footprint?
The population of the world in 1950 was about 2.6 billion. The world population is currently about:
The population of the world is currently increasing at a rate of 8,600 people per _____.
The estimated world population in the year 2050 is about:
The population of the United States in 1960 (50 years ago) was 181 million. On January 12, 2010 the U.S. population was _____.
The number one cause of tropical deforestation worldwide is:
In a food chain, the initial organism is usually:
If a grasshopper is eaten by a frog, then the energy transfer will be from:
In the following groups of materials, which group (s) contains only non-biodegradable items? (I) Wood, paper, leather (II) Polythene, detergent, PVC (III) Plastic, detergent, grass (IV) Plastic, Bakelite, DDT
Sahara Desert was formed over a period of time due to one of the following uncontrolled activities of man:
What percentage of sun's energy falling on the leaves of green plants is utilized by the plants in the process of photosynthesis and stored as chemical energy of food?
The flow of energy in an ecosystem is always:
The excessive exposure of humans to ultraviolet rays result in: (I) Damage to immune system (II) Damage to lungs (III) Skin cancer (IV) Peptic ulcers
O ₂ is converted into O ₃ by the action of:
A natural phenomenon that becomes harmful due to pollution is:
Which group of animals are thought most at risk of extinction due to anthropogenic influences?
Which of these rivers run dry before they reach the sea?
The country with the highest per capita emissions of carbon in 2012 was?
Which country is overall the highest emitter of CO ₂ at the moment?
According to the Earth Institute's report to the UN in 2012, the inhabitants of which countries were the happiest?
According to the Earth Institute's report to the UN in 2012, the inhabitants of which countries were the least happy?

How many pillars has the basic principle of sustainability?
Which of the following can be done in order to encourage Environment sustainability?
How much waste do you think a European sends to landfills or to incineration, yearly on average?
Recycling one aluminium can will save enough energy to run a computer for _____ .
Which of the following is the greenest source of energy?
In February 2016, a consortium of businesses and environmental groups, including Kimberly Clark and Canada's Globe and Mail, won a 16-year fight to restrict logging in which rainforest?
According to a report from the US Department of Agriculture, nearly 30% of which type of pollinator died last winter (2016) in the US because of pesticide use and habitat loss?
Which type of renewable energy project has been a target of Trump's hate tweets because of its proximity to one of his golf courses?
This summer, Tesla finalized a \$2.6bn deal to buy a power company that produces solar "shingles" – photovoltaic material that can be fashioned into the shape of a roof. What is the name of that company?
If the UK was covered in rainforest, how long would it take before it was cut down, at the current rate of deforestation?
Recycling one tonne of paper can save:
To produce each week's Sunday newspapers, _____ trees must be cut down.
Each ton of recycled paper can save:
Americans use _____ plastic bottles every hour! Most of them are thrown away!
Plastic bags and other plastic garbage thrown into the ocean kill as many as _____ sea creatures every year.
A modern glass bottle would take _____ years or more to decompose.
Rainforests are being cut down at the rate of _____ acres per minute!
Which of the following developing countries derives the most energy from solar power?
How much renewable energy does the world generate approximately?
Which country developed the first windmill?
Finish this sentence: in just one hour, the sunlight which falls on the earth produces enough energy to power the whole world for ...
Ireland accounts for 0.007% of the global population yet produces _____ of all CO2 emission released into the atmosphere (global emissions).
Which sector produces the most CO2?
Which of the following is not considered as a renewable energy source?
Coal, oil, natural gas, and propane are fossil fuels. They are called fossil fuels because:
The burning of fossil fuels produces_____.
What is Geothermal Energy?
How much energy will a DVD player use while on standby?
The energy saved by recycling one aluminium drink can is enough to run a TV for how long?
How much energy does a state-of-the-art energy efficient washing machine use compared to an old, inefficient one?
Which of the following are currently being used to generate electricity?
Which one of the following is the best explanation of sustainable economic growth?

Which of the following terms describes the point beyond which the environment exceeds its ability to provide essential resources?
Which option does economic sustainability meet?
How many people in the world do not have access to clean drinking water?
Which option best describes social sustainability?
Sustainable development has three parts. Which option describes them?
What does the Kyoto agreement look at?
Agenda 21 was a major agreement signed at which earth Summit?
What is the best option for dealing with waste?

INGLESE_AMMINISTRAZIONE DI AZIENDA
What is a business plan?
What is a component of a business plan?
In what order do managers typically perform the managerial functions?
At what level of an organisation does a corporate manager operate?
Which one is not a recognised key skill of management?
Which of these is not part of the recognised challenges for modern managers?
What is a social enterprise concerned with?
What is a definition of an objective?
What does the acronym SMART stand for?
To what time-frame do strategic plans relate?
What one of the following is not a key management skill in planning?
What is a succession plan?
Which of the following is not a recognised type of plan?
How do you call a system that allows workers to work part of the week from home?
What work arrangement is referred to as Flexitime?
What are the key characteristics of transactional leaders?
When a manager monitors the work performance of workers in his department to determine if the quality of their work is 'up to standard', this manager is engaging in which function?
What is the weakest form of control?
What is the term for the monitoring of events both internal and external to the organisation that affects strategy?
What are the main characteristics of an effective control system?
What is the term for decisions limited by human capacity to absorb and analyse information?
What is the term for a sub-optimal but acceptable outcome of negotiations between parties?
What is intuitive decision making based on?
What tasks does Human resource management involve?
To what does diversity in the workplace refer to?

Which of these is not part of human resource policy?
Where can formal employee training and education take place?
What is the purpose of employee relations?
What is the personnel department in an organisation concerned with?
To what does emotional intelligence refer?
What is the richest form of information?
Which one of the following is not a characteristic of a team?
What are group norms?
What is characteristic for the location of a virtual team?
Which of these is not an advantage of a virtual team?
What is the term for a radical rethinking of the nature of the business?
What is the term for incremental changes to processes in an organisation using information technology?
Which is not an example of an external factor for learning and knowledge?
What do companies that focus on filling a gap in the market engage in?
What is not part of a marketing plan?
What is the term for a market that is defined by specific characteristics?
Which of the following does not form the basis of a performance indicator for a marketing plan?
What is the term for the development and design of value adding products and/or services to meet the demand characteristics of individual customers?
What do the four 'P's' of marketing relate to?
What is the term for gaining consumers' express agreement to receive marketing material?
Motivating members of the organisation to work in the best interests of the organisation is defined as
_____ skills refer to the manager's ability to prioritize work, to work efficiently, and to delegate appropriately.
Setting the organisation's goals and deciding how best to achieve those goals is defined as
Which of the following would be considered a "Leadership" task?
Which of the following is often referred to as "standing in someone else's shoes"?
Once a problem is defined, what is the next step in the problem-solving model?
Any message presented to staff to create a cohesive and productive workforce is an example of
All types of wages combined with other rewards or benefits that an employee receives as part of a package is
To refrain from over scheduling, managers have employees on staff that can, in addition to their regularly assigned tasks, occasionally train and perform other managerial tasks in other areas of the job. The individuals are known as:
Ethical behaviour in a business encourages:
An unexpected win during a weekend of football tournaments causes an increase in business. Employees have indicated their ability to become available if necessary and have signed up for when they will be available. This is an example of what backup strategy.
A local manager sets periodic goals for his staff in order to see improvement in team building. Each goal is realistic and always has a measurable outcome. The manager is using
A performance review cycle is when

Effective SMART goals and objectives must be:
In the process of developing an effective organizational communication, what should the speaker do to verify that a message was effective?
Skills needed to effectively use time management include
"Teamwork results in high-quality products and services" is an example of a
Allowing an employee to have advance notice before unemployment helps the employee to
Which of the following is among the three types of goals that an effective team sets throughout the life of a project?
What are the costs that have both a fixed and variable elements?
Meetings that share communication, such as status reports, updates, orientation, and training are known as what type of meetings?
The manager is the primary source of:
What are typically based on concepts of honesty, responsibility, respect, and caring?
All forms of harassment are unhealthy and in order to encourage employees to speak out, a manager could
An effective way to ensure a customer's information on the telephone is being received by the employee is to
Once the manager turns a delegated task over to an employee, the manager must
Hiring a relative and then choosing that relative for special assignments or tasks is considered
The introduction, body, and conclusion are the key components in the structure of a(n)
A local restaurant's monthly sales are \$250,000 and its payroll standard is 20%. What is the restaurant's monthly payroll?
Allowing employees to use derogative terms with a sexual connotation to describe co-workers is thought to be
Connecting with several people to build relationships that may result in career advancement, updates, and knowledge enhancements is known as
What describes what an organization wants to become and why it exists?
After a crisis occurs, what is done in order to put a positive media focus back on the restaurant?
In order to strive for an efficient business, management must:
There have been multiple complaints that the customer service at the restaurant is horrible. The root cause of this problem is that
Which best describes customer service?
Which of the following is NOT a basic function of management?
When the company President is trying to determine the strategic objectives for her company, this is part of which function of management?
When the President creates a new department and defines the authority of this department within the organization, this is part of which function?
When a marketing manager is trying to determine the types of computer salesmen to hire and how many of them to hire, this is part of which function?
When a shop foreman is trying to determine how to revise the production department so that it can produce more units per day and achieve its quota, this is part of which function?
A manager who represents her company on the local Board of the Chamber of Commerce is acting in which role?
A human resources manager who sends an e-mail to all employees explaining the company's new retirement plan is acting in which role?

A manager who holds a news conference to explain his company's policy on preserving the environment is acting in which role?
When a Vice-president tries to resolve a dispute between the marketing department and the production department on scheduling customer orders, this manager is acting in which role?
When a marketing manager decides how much of a promotional budget to spend on TV advertising, newspaper advertising, and sales promotion, this manager is acting in which role?
A sales manager who monitors the number of sales calls made by each salesperson in his department is acting in terms of which function?
Which of the following creates an idea for a new product and develops it to the point where additional workers are needed to complete the project?
Just as its founder had planned, Mountain City Coffee opened its 1,000th store in 2008. This is an example of:
Entrepreneurs can be best described as:
Which function in the management process is commonly referred to as the primary management function?
According to research, the typical manager's day is best described as:
Jake Trooper just accepted a managerial position at Penny-A-Day Car Wash. As a result, he has given up the right to do all of the following <i>except</i>
An organization is more efficient with a more _____ ratio of benefits to costs.
_____ is the driving force in the battle to stay competitive today.