

2001 HSC Notes from
the Examination Centre
Hospitality Operations

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2001 HSC NOTES FROM THE EXAMINATION CENTRE HOSPITALITY OPERATIONS

Introduction

This document has been produced for the teachers and candidates of the Stage 6 course in Hospitality Operations. It provides comments with regard to responses to the 2001 Higher School Certificate Examination, indicating the quality of candidate responses, and highlighting the relative strengths and weaknesses of the candidature in each section and each question.

It is essential for this document to be read in conjunction with the relevant syllabus, the 2001 Higher School Certificate Examination, the Marking Guidelines and other support documents, which have been developed by the Board of Studies to assist in the teaching and learning of Hospitality Operations.

In 2001 a total of 5231 candidates presented the examination in Hospitality Operations.

Section I – Multiple Choice

Answers to the multiple choice questions are as follows:

| Question | Correct Response |
|----------|------------------|
| 1 | A |
| 2 | D |
| 3 | D |
| 4 | A |
| 5 | C |
| 6 | D |
| 7 | B |
| 8 | D |

| Question | Correct Response |
|----------|------------------|
| 9 | A |
| 10 | B |
| 11 | D |
| 12 | B |
| 13 | C |
| 14 | A |
| 15 | B |
| | |

Section II

Question 16

This question required candidates to list information that would be included on a 'message to Housekeeping' following a complaint received by reception. The candidate was also required to outline steps to resolve the complaint. This question was generally well answered.

When listing the information required on a message pad, the typical response included time, date, room number, and name of person who took the message. Some candidates attempted to resolve the complaint rather than outlining what should be on a message pad.

When discussing complaint resolution, most candidates were able to identify the steps in handling complaints; however, they tended to lack any sequence, and were not appropriately outlined or applied. The better responses stated steps, and clearly outlined appropriate solutions for the situation presented by identifying the involvement of reception, housekeeping and other staff, eg manager or supervisor.

Some candidates only addressed resolution with examples of follow-up procedures. Others confused the name of the guest with the name of the housekeeper.

Question 17

In this question, candidates were required to name a functional area in a hospitality establishment. This included outlining services provided by the Human Resources department. Candidates were also required to explain the importance of work ethic for the success of a functional area. A relevant work placement example was to be included. Overall, this question was answered poorly by the majority of candidates.

Most candidates were not able to name correctly the functional areas as listed in the syllabus.

Many candidates listed job tasks of the functional area identified in part (a), rather than services provided by the Human Resources department. Most candidates showed little or no understanding of the term ‘work ethic’, and were therefore unable to link the term to a work placement example.

The better responses identified several aspects of work ethic, and how it contributed to the success of a hospitality functional area, and provided a clear, relevant workplace example.

Question 18

Candidates were required to describe two advantages of working with colleagues from culturally diverse backgrounds. They were also asked to name a piece of legislation that addressed cultural diversity, and describe how it related to both customers and colleagues in a hospitality enterprise. This question was generally well answered.

Most candidates were able to give characteristics and features of two advantages of working with colleagues from culturally diverse backgrounds. The better answers identified two clear and distinctively different advantages of having cultural diversity in the workplace. These advantages were clarified and further explained with relevant industry workplace examples.

The better responses correctly identified applicable legislation. These responses clearly showed how the legislation impacts on both customers and colleagues. Many candidates were only able to relate legislation to colleagues. Application of the legislation to customers proved more difficult for the majority of candidates.

Question 19

This question required candidates to list two examples of current NSW legislation applying to the preparation and handling of food. Candidates were also required to distinguish between environmental and personal hygiene, and analyse two workplace procedures that monitor safe food handling practices. Overall, many candidates showed a lack of understanding of the legislation, and how it applies to workplace procedures.

Many candidates did not know the correct names of the current NSW legislation. Most tended to confuse workplace safety with safe food handling.

The majority of candidates distinguished between environmental and personal health as the terms apply to Hospitality; however, few gave relevant industry examples. Poorer responses often gave a description of personal hygiene, and/or demonstrated a lack of understanding of the specific Hospitality terminology.

Candidates experienced difficulty analysing two procedures that monitor safe food handling in the workplace. The poorer responses only elaborated on statements made in part (b), or identified one procedure with little relevant information.

Question 20

This question examined candidates' understanding of workplace hazards, current legislation applicable to workplace safety, as well as the costs of workplace injury to both an individual and a hospitality enterprise. Candidates were asked to suggest two strategies that would minimise common workplace hazards. This question was generally well answered.

The majority of candidates correctly defined the term 'workplace hazard'.

Most candidates were able to identify Occupational Health and Safety as the correct piece of legislation governing workplace safety, however some candidates did not understand the term 'legislation'. A number of candidates incorrectly identified HACCP as a suitable piece of legislation.

Most candidates presented an example of both a cost of workplace injury to the individual, and a cost to the enterprise.

The better responses distinguished between identifying workplace hazards, and actual strategies to avoid or minimise hazards. They clearly proposed two feasible and effective strategies that could be implemented in the workplace.

Section III

Question 21

This question was compulsory and examined a candidate's ability to discuss recent developments in the provision of non-smoking areas within the hospitality industry, and analyse how these developments impacted on the roles and responsibilities of employers and employees in an enterprise. Many candidates experienced difficulty answering this question.

Candidates demonstrated a general understanding of occupational health and safety, but lacked depth of knowledge regarding relevant non-smoking legislation. Candidates had difficulty analysing the impact of relevant legislation on the roles and responsibilities of employers and employees in the hospitality industry.

The better candidates provided a cohesive, comprehensive and well reasoned discussion of current and relevant occupational health and safety legislation, and the implementation of smoke-free areas.

These candidates effectively related this back to the impact on the roles and responsibilities of employers and employees. Better candidates provided specific workplace examples and utilised precise industry terminology. These candidates also linked the change in roles and responsibilities to additional implications in the workplace, listing advantages and disadvantages for the extension of non-smoking areas.

Question 22 – Commercial Cookery

This question required candidates to compare and analyse two different methods of cookery, one of which had to be appropriate for coated foods. This required a discussion of either shallow or deep-frying, and one other method.

Most candidates demonstrated a basic understanding of two methods, however few displayed evidence of in-depth, comprehensive knowledge and understanding.

Excellent responses analysed and justified cookery methods appropriate for coated foods. They gave accurate cooking temperatures, detailed descriptions of methods of preparation, and used correct industry terminology. Candidates who compared the two methods and gave specific examples of appropriate foods gained the best marks.

The poorest responses were unable to identify a cooking method for a coated food, and confused ‘coating’ with ‘marinating’, ‘roasting’ and ‘baking’, or cited ‘blanching’ as a method of cookery.

Question 23 – Accommodation Services

This question required candidates to describe the reservation system and operating procedures used by the Front Office department in a hotel. A discussion of procedures to ensure customer satisfaction was required. Overall, this question was poorly attempted.

Most candidates inappropriately discussed handling customer complaints and communicating on the telephone. They demonstrated very little understanding of either the reservation system, or the procedures relating to the particular scenario. Precise industry or enterprise terminology was lacking.

The better responses covered all aspects of the question and used appropriate workplace examples to support their description. Poorer responses were superficial and lacked depth of knowledge and understanding.

Question 24 – Cross-Functional Operations

This question required candidates to explain the functions and standard operating procedures of Housekeeping. The majority of candidates answered this question poorly.

Most candidates had a general understanding of the functions of Housekeeping, but many answers lacked sufficient detail. Better responses comprehensively listed and described each function. These responses also gave a detailed explanation of how Housekeeping interrelates with other key departments.

Question 25 – Food and Beverage Service and Kitchen Operations

In this question, candidates were required to analyse the operations that occur in both the kitchen and dining room prior to, and during service. The majority of responses lacked specific detail and did not show a depth of understanding.

The better responses identified aspects and features of teamwork and communication between the kitchen and dining room prior to, and during service, and drew out related implications.

Some candidates only addressed half the question, merely recounting the roles and processes of operation within the kitchen and/or dining room. Most candidates only addressed the teamwork and communication aspect of the question, without any reference to Food and Beverage. The majority of candidates failed to analyse adequately, rather responding in general terms.

Hospitality

2001 HSC Examination Mapping Grid

| Question | Marks | Unit of Competency | Element of Competency |
|-------------------|-------|------------------------|---|
| Section I | | | |
| 1 | 1 | THHHCO01A | (1) Seek information on the hospitality industry |
| 2 | 1 | THHCOR03A | (3) Maintain safe personal presentation standards |
| 3 | 1 | THHCOR01A | (3) Maintain personal presentation standards |
| 4 | 1 | THHHCO01A | (1) Seek information on the hospitality industry |
| 5 | 1 | THHCOR01A | (1) Communicate in the workplace |
| 6 | 1 | THHHCO01A | (1) Seek information on the hospitality industry |
| 7 | 1 | THHGHS01A | (1) Follow hygiene procedures |
| 8 | 1 | THHCOR01A | (1) Communicate in the workplace |
| 9 | 1 | THHGGA01A | (1) Respond to incoming telephone calls |
| 10 | 1 | THHCOR03A | (2) Deal with emergency situations |
| 11 | 1 | THHGHS01A | (2) Identify and prevent hygiene risks |
| 12 | 1 | THHCOR03A | (1) Follow workplace procedures on health, safety & security |
| 13 | 1 | THHCOR02A | (1) communicate with customers & colleagues from diverse backgrounds |
| 14 | 1 | THHCOR02A | (1) Communicate with customers & colleagues from diverse backgrounds |
| 15 | 1 | THHHCO01A | (1) Seek information on the hospitality industry |
| Section II | | | |
| 16(a) | 2 | THHGCA01A | <ul style="list-style-type: none"> Respond to incoming telephone calls |
| 16(b) | 3 | THHCOR01A | <ul style="list-style-type: none"> Communicate in the W/P Provide assistance to customers |
| 17(a) | 1 | THHHCO01A | (1) Seek information on the hospitality industry |
| 17(b) | 2 | THHHCO01A | (1) Seek information on the hospitality industry |
| 17(c) | 3 | THHHCO01A THHCOR01A | (1) Seek information on the hospitality industry (4) Work in a team |

| Question | Marks | Unit of Competency | Element of Competency |
|----------|-------|------------------------|---|
| 18(a) | 2 | THHCOR01A THHCOR02A | (2) Provide assistance to internal & external customers |
| 18(b) | 6 | THHCOR01A THHCOR02A | (1) Communicate with customers & colleagues from diverse backgrounds (2) Deal with cross-cultural misunderstandings |
| 19(a) | 2 | THHGHS01A | (1) follow hygiene procedures |
| 19(b) | 2 | THHGHS01A | (2) Identify and prevent hygiene risks |
| 19(c) | 4 | THHGHS01A | (2) identify & prevent hygiene risks |
| 20(a) | 1 | THHCOR03A | <ul style="list-style-type: none"> • follow workplace procedures on health, safety & security • Deal with emergency situations • Maintain personal presentation standards • Provide feedback on health, safety & security |
| 20(b) | 1 | THHCOR03A | <ul style="list-style-type: none"> • follow workplace procedures on health, safety & security • Deal with emergency situations • Maintain personal presentation standards • Provide feedback on health, safety & security |
| 20(c) | 2 | THHCOR03A | <ul style="list-style-type: none"> • follow workplace procedures on health, safety & security • Deal with emergency situations • Maintain personal presentation standards • Provide feedback on health, safety & security |
| 20(d) | 4 | THHCOR03A | <ul style="list-style-type: none"> • follow workplace procedures on health, safety & security • Deal with emergency situations • Maintain personal presentation standards • Provide feedback on health, safety & security |

| Question | Marks | Unit of Competency | Element of Competency |
|--------------------|-------|--|--|
| Section III | | | |
| 21 | 15 | THHHCO01A THHCOR03A | (1) Seek information on the hospitality industry |
| 22 | 15 | THHBCC01A THHBKA01A | (1) Follow hygiene procedures (1) Select & use cooking Equipment (2) Apply methods of cookery (4) Prepare meat, seafood & poultry |
| 23 | 15 | THHBFO01A THHBH01A | (1) Receive reservation request (4) Advise others of reservation details (1) Handle housekeeping requests |
| 24 | 15 | THHHCO01A THHBFB02/3aA THHBH01A | (1) Seek information on the hospitality industry (1) Liaise between kitchen & service areas |
| 25 | 15 | THHBFB2/3A THHBFB02/3aA THHBKA01A THHBKA02A | Liaise between kitchen and service areas Elements: 1,2,3,4 Elements: 1,2,3 Elements: 1,2,3,4,5 & 6 |

2001 HSC Hospitality Operations Marking Guidelines

Question 16 (a) (2 marks)

Units of competency: THHGCA01A

MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| • Correctly lists TWO pieces of additional information that should be included when recording incoming calls | 2 |
| • Correctly lists ONE additional piece of information that should be included when recording an incoming call | 1 |

Question 16 (b) (3 marks)

Units of competency: THHCOR01A

MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| • Clearly outlines THREE appropriate steps that are used to resolve customer complaints | 3 |
| • Clearly outlines TWO steps that are used to resolve customer complaints | 2 |
| • Outlines ONE step that is used to resolve customer complaints | 1 |

Question 17 (a) (1 mark)*Units of competency: THHHC001A***MARKING GUIDELINES**

| Criteria | Marks |
|--|--------------|
| • Names an appropriate functional area by correct industry title | 1 |

Question 17 (b) (2 marks)*Units of competency: THHHC001A***MARKING GUIDELINES**

| Criteria | Marks |
|--|--------------|
| • Clearly indicates the main features of a human resource department in relation to a specific functional area | 2 |
| • Identifies the general services provided by the human resource department | 1 |

Question 17 (c) (3 marks)*Units of competency: THHHC001A, THHCOR01A***MARKING GUIDELINES**

| Criteria | Marks |
|--|--------------|
| • Provides a clear explanation • Demonstrates a good understanding of work ethic and the effect on the operation of a functional area • Provides a relevant example from a work placement experience | 3 |
| • Explains the work ethic in a functional area and provides a limited discussion of a work placement example | 2 |
| • General discussion of work placement experience and/or work ethic | 1 |

Question 18 (a) (2 marks)*Units of competency: THHCOR01A, THHCOR02A***MARKING GUIDELINES**

| Criteria | Marks |
|---|--------------|
| • Provides TWO examples that characterises the positive features of working with colleagues of culturally diverse backgrounds | 2 |
| • Provides ONE example that characterises a positive feature of working with a colleague from a culturally diverse background | 1 |

Question 18 (b) (6 marks)*Units of competency: THHCOR01A, THHCOR02A***MARKING GUIDELINES**

| Criteria | Marks |
|---|--------------|
| • Correctly names legislation that addresses cultural diversity • Demonstrates a comprehensive understanding of how the legislation relates to both customers and colleagues | 5–6 |
| • Correctly names legislation that addresses cultural diversity • Demonstrates an understanding of the legislation and its relevance to either customers and colleagues | 3–4 |
| • Identifies legislation that addresses cultural diversity • Demonstrates a limited understanding of the legislation and its relevance to either customers or colleagues | 1–2 |

Question 19 (a) (2 marks)*Units of competency: THHGHS01A***MARKING GUIDELINES**

| Criteria | Marks |
|--|--------------|
| • Names two current examples of legislation relating to the preparation and handling of food | 2 |
| • One example of food legislation is listed | 1 |

Question 19 (b) (2 marks)*Units of competency: THHGHS01A***MARKING GUIDELINES**

| Criteria | Marks |
|--|--------------|
| • Clear distinction of both environmental hygiene and personal hygiene | 2 |
| • Definition or discussion of only ONE of the above | 1 |

Question 19 (c) (4 marks)*Units of competency: THHGHS01A***MARKING GUIDELINES**

| Criteria | Marks |
|--|--------------|
| • Demonstrates a comprehensive understanding of TWO workplace procedures that monitor and ensure safe food handling in the hospitality industry • Identifies implications of safe food handling for the hospitality industry • Uses industry terminology to support the answer | 4 |
| • Demonstrates an understanding of TWO workplace procedures that monitor and ensure safe food handling in the hospitality industry • Identifies implications of safe food handling for the Hospitality Industry • Limited use of industry terminology | 3 |
| • Identifies TWO workplace procedures that monitor and ensure safe food handling in the hospitality industry • Limited use of industry terminology | 2 |
| • Identifies ONE workplace procedure that monitors and/or ensures safe food handling in the hospitality industry | 1 |

Question 20 (a) (1 mark)
Units of competency: THHCOR03A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> Defines the term 'workplace hazard' | 1 |

Question 20 (b) (1 mark)
Units of competency: THHCOR03A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> Correctly identifies a piece of legislation | 1 |

Question 20 (c) (2 marks)
Units of competency: THHCOR03A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> Describes the cost of workplace injury to both the individual and the hospitality enterprise | 2 |
| <ul style="list-style-type: none"> Describes the cost of workplace injury to either the individual or the hospitality enterprise | 1 |

Question 20 (d) (4 marks)
Units of competency: THHCOR03A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> Proposes TWO feasible strategies that would identify and minimise common workplace hazards and can be effectively implemented | 4 |
| <ul style="list-style-type: none"> Proposes ONE feasible strategy that would identify and/or minimise a common workplace hazard and can be effectively implemented <p style="text-align: center;">And</p> <ul style="list-style-type: none"> Identifies ONE feasible strategy | 3 |
| <ul style="list-style-type: none"> Proposes ONE feasible strategy that would minimise a common workplace hazard and can be effectively implemented <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> Identifies TWO feasible strategies | 2 |
| <ul style="list-style-type: none"> Identifies ONE feasible strategy | 1 |

Question 21 (15 marks)

Units of competency: THHCO01A, THCOR03A
MARKING GUIDELINES

| Criteria | Marks |
|---|--------------|
| <ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of relevant legislation • Analyses the impact of relevant legislation by applying an in depth knowledge and understanding of the roles and responsibilities of both employers and employees • Answer is supported with specific workplace examples of implications for the Hospitality Industry • Communicates consistently and correctly using precise industry terminology in a well-reasoned and cohesive response | 13–15 |
| <ul style="list-style-type: none"> • Demonstrates a detailed understanding of the relevant legislation • Applies knowledge and understanding of the impact of legislation on the roles and responsibilities of employers and employees • Answer is supported with examples applicable to the Hospitality Industry • Communicates using specific industry terminology, briefly providing a cohesive response | 10–12 |
| <ul style="list-style-type: none"> • Demonstrates sound knowledge of the relevant legislation • Applies knowledge of relevant legislation and describes the impact on the roles and responsibilities of employers and/or employees • Some workplace examples are included • Communicates using general industry terminology | 7–9 |
| <ul style="list-style-type: none"> • Demonstrates a basic understanding of the relevant legislation • Applies basic knowledge of relevant legislation to outline the roles and responsibilities of employers and/or employees • Generalised examples may be included • Communicates using limited industry terminology | 4–6 |
| <ul style="list-style-type: none"> • Demonstrates a limited knowledge and understanding of legislation • May respond with unsupported generalisation or irrelevant material | 1–3 |

Question 22 (15 marks)

Units of competency: THHBCC01A, THHBKA01A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> • Demonstrates a comprehensive understanding by providing characteristics and features of two methods of cookery, only one of which is appropriate for coated foods • Applies an in depth knowledge and understanding to analyse the two cookery methods • Answer justifies each method of cookery with appropriate examples of foods, methods of preparation and equipment • Consistently communicates using precise industry and enterprise terminology in a well-reasoned and cohesive response | 13–15 |
| <ul style="list-style-type: none"> • Demonstrates detailed understanding of characteristics and features of two methods of cookery, only one of which is appropriate for coated foods • Applies a detailed knowledge and understanding to analyse the two cookery methods • Answer supports each method of cookery with appropriate examples of foods, methods of preparation and equipment • Communicates using specific industry knowledge | 10–12 |
| <ul style="list-style-type: none"> • Demonstrates a sound understanding of the characteristics of two methods of cookery, only one of which is appropriate for coated foods • Applies a sound knowledge to discuss two methods of cookery • Answer is supported with some examples of appropriate foods, methods of preparation or equipment • Communicates using general industry terminology | 7–9 |
| <ul style="list-style-type: none"> • Demonstrates basic understanding of characteristics of one or two methods of cookery, which may not be specifically appropriate for coated foods • Limited discussion of the methods of cookery • Answer is supported with some general examples of appropriate foods and / or equipment • Basic outline of industry terminology | 4–6 |
| <ul style="list-style-type: none"> • Demonstrates superficial understanding of characteristics of one or two methods of cookery • Discussion of the method(s) of cookery is generalised and includes some examples of foods and / or equipment • Communicates using non-industry specific terms | 1–3 |

Question 23 (15 marks)

Units of competency: THHBF001A, THHBH01A
MARKING GUIDELINES

| Criteria | Marks |
|--|-------|
| <ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of Front Office reservations systems and procedures • Applies an in depth knowledge and understanding of reservation systems for processing guest reservations using appropriate industry examples • Identifies and explains in detail a range of Front Office procedures that can be implemented to ensure customer satisfaction • Consistently communicates using precise industry and enterprise terminology in a well-reasoned and cohesive response | 13–15 |
| <ul style="list-style-type: none"> • Demonstrates an in depth understanding of Front Office reservations systems and procedures • Applies a knowledge and understanding of reservation systems for processing guest reservations using appropriate industry examples • Identifies and explains some Front Office procedures that can be implemented to ensure customer satisfaction • Communicates using precise industry and enterprise terminology providing a cohesive response | 10–12 |
| <ul style="list-style-type: none"> • Demonstrates an understanding of Front Office reservations systems and procedures • Applies a knowledge of reservation systems for processing guest reservations using possible industry examples • Outlines some of the Front Office procedures that can be implemented to ensure customer satisfaction • Communicates using general industry terminology | 7–9 |
| <ul style="list-style-type: none"> • Demonstrates a basic understanding of Front Office reservations systems and/or procedures • Basic outline of reservation systems and/or Front Office procedures that can be implemented to ensure customer satisfaction • Limited use of industry terminology | 4–6 |
| <ul style="list-style-type: none"> • Demonstrates superficial understanding of Front Office reservations systems and/or procedures • Communicates using non-industry specific terms | 1–3 |

Question 24 (15 marks)

Units of competency: THHCOO1A, THHBF02/3aA, THHBH01A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> • Comprehensive understanding of the key functions and standard procedures of the Housekeeping department • Comprehensive knowledge and understanding of how the key departments interrelate • Answer is supported using a range of specific and detailed industry examples • Consistently and correctly communicates using precise industry and enterprise terminology in a well-reasoned and cohesive response | 13–15 |
| <ul style="list-style-type: none"> • Detailed understanding of the key functions and standard procedures of the Housekeeping department • Detailed knowledge and understanding of how the key departments interrelate • Answer is supported using some detailed industry examples • Communicates using industry and enterprise terminology providing a cohesive response | 10–12 |
| <ul style="list-style-type: none"> • Sound understanding of the key functions and standard procedures of the Housekeeping department • A knowledge of how the key departments interrelate, which is supported with general industry examples • Communicates using general industry terminology | 7–9 |
| <ul style="list-style-type: none"> • Basic understanding of the functions and/or standard procedures of the Housekeeping department • General statements about other departments with some reference to interrelationship and use of general industry examples • Communicates using basic industry terminology | 4–6 |
| <ul style="list-style-type: none"> • Superficial understanding of the functions and/or standard procedures of the Housekeeping department • Limited statements about other departments with minimal or no reference to interrelationship • Communicates using non-industry terms | 1–3 |

Question 25 (15 marks)

Units of competency: THHBFB2/3A, THHBFB02/3aA, THHBKA01A, THHBKA02A
MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of the operations for both F&B and kitchen areas • Analyses the interrelationships of operations service area prior to and during service • Provides detailed discussion of the impact of effective teamwork and communication on the operations of each service area • Answer is supported using a range of specific and detailed industry examples • Consistently and correctly communicates using precise industry and enterprise terminology in a cohesive and well-reasoned response | 13–15 |
| <ul style="list-style-type: none"> • Applies a detailed knowledge and understanding of the operations for both F&B and kitchen areas prior to and during service • Provides discussion on the impact of effective teamwork and communication on the operations of each service area • Answer is supported using some detailed industry examples • Consistently and correctly communicates using industry and enterprise terminology in a cohesive response | 10–12 |
| <ul style="list-style-type: none"> • Applies a sound knowledge of the operations for both F&B and kitchen areas prior to and during service • Outlines the role of effective teamwork and communication on the operations of each service area • Answer is supported using some appropriate workplace examples • Communicates using industry and enterprise terminology | 7–9 |
| <ul style="list-style-type: none"> • Demonstrates a basic knowledge of the operations for both F&B and kitchen areas prior to and/or during service • Basic outline of the role of effective teamwork and/or communication on the operations of each service area • Answer is supported using some industry examples • Communicates using basic or general industry terminology | 4–6 |
| <ul style="list-style-type: none"> • Superficial knowledge of the operations for F&B and/or kitchen areas • Brief outline of teamwork and/or communication • Communicates using non-industry specific terms | 1–3 |