

**2003 HSC Notes from
the Marking Centre
Hospitality Operations**

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2003 HSC NOTES FROM THE MARKING 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 2003 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 2003 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.

General Comments

In 2003, approximately 5800 candidates attempted the Hospitality Operations examination.

Candidates need to be mindful of the rubric at the commencement of Section III that is employed to assess responses. Candidates also need to be aware that they can be disadvantaged when responding to strand questions they have not studied in their two-year course. Generally such responses lack a depth and breadth of knowledge and understanding of the relevant Hospitality sector.

Section I – Multiple Choice

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

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

Section II

This section consisted of five mandatory short response questions. The range and style of questions allowed all candidates to respond to the questions and access the full range of marks. The last question in this section referred to a scenario, which elicited strong responses from candidates.

Question 16

This question required candidates to list factors that could lead to cultural misunderstandings and then outline strategies that the employer could implement to prevent the misunderstandings.

Part a)

The majority of candidates correctly listed factors leading to cultural misunderstandings. Typical responses included stereotyping, using slang, jargon and colloquialisms, language barriers, prejudice and intolerance.

Part b)

Most candidates were able to identify two strategies. The better responses provided more detail for each strategy, while the poorer responses limited their answer to very general procedures that could be followed or initiated by an employee rather than implemented by the employer.

Question 17

This question asked candidates to outline safety and security strategies that both employers and employees could implement to promote a safe or secure workplace.

Part a)

The majority of candidates could outline relevant strategies to promote a safe workplace. Typical answers included providing protective clothing, safety signage, wearing uniform correctly and establishing an OHS committee.

Part b)

Candidates found it difficult to outline relevant strategies to promote a secure workplace and some confused the word 'safe' with 'secure'. Typical answers included: providing security guards, cameras and key control. Candidates were able to provide security strategies for the employer, however responses frequently failed to outline employee strategies.

Poorer responses were very generalised and tended to provide strategies that didn't apply specifically to employers or employees.

Question 18

This question required the candidates to name two pieces of legislation that aimed to prevent food poisoning and then to propose a range of procedures that could minimise food poisoning.

Part a)

Overall the majority of the candidates were not able to list two pieces of legislation that related to food poisoning. Many of the candidates were able to identify the Food Act but not another piece of legislation, such as the Public Health Act. A significant number of candidates incorrectly identified OH&S and HACCP as legislation.

Part b)

The majority of the candidates were able to propose a range of procedures to minimise food poisoning. Better responses proposed a range of procedures and elaborated on their implementation using correct industry terminology and examples. The procedures identified specific applications such as FIFO, sanitise, HACCP, cross contamination, danger zone, temperatures and storage.

Poor responses listed basic procedures without explanation and used limited or no industry terminology. These responses concentrated on vague and fairly general procedures such as, wash hands, temperature and storage.

Question 19

This question required the candidates to list one internal and one external factor influencing hospitality operations. The candidates were then required to explain how internal and external factors influence the hospitality industry's relationship with other industries.

Part a) and b)

Most candidates were able to list an internal and external factor using basic language/terminology, for example, employee (internal) and customer (external) but did not elaborate on the relationship between, for example, staffing levels/experience and market needs and expectations.

Poor responses listed factors influencing hospitality operations but incorrectly classified them as internal/external.

Part c)

Responses to this part were variable and many students wasted time and space rewriting the question. Candidates must ensure they read questions carefully and address all components of the question.

Better responses addressed an internal and external factor indicating a strong understanding of the effect of both factors on the hospitality industry and its relationship with other industries. The most common 'other industries' were tourism and food suppliers.

The majority of candidates identified an internal and external factor and briefly discussed the effect on the hospitality industry but provided no link to other industries. Others either identified an internal or external factor and briefly discussed the effect on the hospitality industry and its relationship with another industry.

Poorer responses were vague in identifying a factor linked to the hospitality industry. Often candidates confused 'other industry' as another hospitality establishment or department.

Question 20

This question examined the candidates' ability to identify the areas of complaint within the given scenario and suggest actions to minimise such complaints. Furthermore, it examined candidates' understanding of complaint handling procedures across functional areas within a hotel environment. Central to this was the candidates' knowledge and understanding of how these functional areas work together to meet customer needs and expectations.

Better responses were able to identify and analyse the customer complaints specific to the functional areas in this 5 star hotel scenario. These responses recommended immediate solutions as well as strategies, which would have prevented the initial complaints re-occurring eg staff training, interdepartmental communication. These responses also used precise industry terminology highlighting their knowledge and understanding of the industry.

Average responses reiterated most of the complaints within the scenario and provided suggested actions as to what the hotel should have done. These responses did not elaborate on how they would manage these challenges.

Poorer responses identified some areas of complaint from the scenario, but failed to address realistic and viable actions to rectify these complaints. Little to no industry terminology was apparent in these responses.

Section III

This section consisted of one mandatory extended response question and one question from a choice of four strand options. The range and style of questions allowed all candidates to respond to the questions and access the full range of marks.

Question 21

This extended response question required students to analyse risks for the Hospitality Industry with reference to the Australian economy. Many candidates experienced difficulty analysing risk areas for the Hospitality industry, in particular with reference to the impact on the Australian economy.

The better responses provided a comprehensive analysis of risk areas relating the personal property, employment and business operations. They were able to identify the risks, outline what caused the risks and comment on the direct and indirect consequences for owners and operators. Additionally, these responses demonstrated understanding of the impact of risk on the Australian economy. They used precise industry terminology in a well-reasoned and cohesive response.

The majority of responses discussed risks such as security, health and safety including specific legislation where relevant. Language used was descriptive with references to general industry terminology.

Weaker responses identified one or a limited range of risk areas with little or no description. No specific industry terminology was used and no links to the hospitality industry were provided.

Question 22

This question required candidates to have an understanding of a table d’hote menu form. Candidates were also required to analyse the factors that needed consideration in the preparation and presentation of a formal lunch. This question allowed scope for preparation and presentation factors, including venue preparation and the inclusion of relevant work placement examples.

Better candidates demonstrated a comprehensive understanding of the term ‘table d’hote’ and were able to illustrate their understanding with examples of menu items that would be suitable to serve at a formal lunch. These responses analysed the factors that would need to be considered in preparing and presenting a formal lunch, frequently making reference to a suggested formal menu. Furthermore, these responses used precise industry terminology and a range of detailed examples to support their discussions.

Average responses showed some understanding of the term table d’hote or a detailed understanding of different menu forms. These candidates were able to discuss some factors requiring consideration in the preparation and presentation of a formal table d’hote menu but lacked a detailed knowledge

or understanding. Some general industry examples were included but food examples were limited in both detail and appropriateness for a formal lunch.

Poorer responses demonstrated a basic understanding of menu forms, most being very superficial in their explanation. These candidates addressed preparation or presentation factors and gave limited menu item examples. Elementary or non-industry specific terminology was used.

Question 23

This question asked the candidates to assess the importance of customer service policies to the successful housekeeping operations of a hotel.

The majority of candidates who responded to this question failed to actually assess the importance of customer service policies to successful housekeeping operations. Rather, they limited their discussions to housekeeping procedures.

The small number of superior responses discussed aspects of service and generally demonstrated an understanding of the implications of successful housekeeping policies and procedures.

Poorer responses suggested processes for complaint handling and customer contact, while others listed basic duties and personal attributes as policies. These responses generally confused policies and procedures and often provided no real linkage to successful housekeeping operations.

Question 24

This question required candidates to compare the kitchen and housekeeping sectors and evaluate how these sectors provide quality products and services to customers.

There were a limited number of superior responses that were able to provide distinct similarities and/or differences between the two functional areas and outlined the roles for each area. These answers provided excellent examples of how quality service and products were provided and used precise industry terminology.

The average responses, which were also limited in number, generally focused more on one functional area, mainly the kitchen. These candidates referred to the importance of quality, but were lacking in the provision of specific examples and quality standards. Many candidates highlighted a common similarity, eg cleaning, and built their whole response around this point.

Poorer responses discussed roles of the functional areas in a very generalised way and provided little or no similarities or differences. These responses dealt with the concept of providing quality products and services by repeating the question, stating that quality was very important or outlining how the department operates.

Question 25

This question asked candidates to develop and implement a five item food and non-alcoholic beverage menu for their café. Candidates were required to outline their menu and assess the implications of that menu to the café in providing quality products and services.

Most candidates were consumed with writing the menu. There were few responses with any assessment of implications to both products and services. Commonly food products were discussed and limited assessments made with basic or little emphasis applied to services.

Generally, there was very little linkage to the menu when discussing implications. Most menu linkage was for general items not even listed on the chosen menu. There were very few linkages discussing the implications of the menu in providing quality service. Identifying quality service procedures of any kind was very limited.

Better responses were well structured and attempted to link the menu to the implications of providing quality products and services by listing procedures for both production and service, with reference to equipment, season and the needs and wants of customers.

Overall comment

Students who used industry terminology in their responses were advantaged in all questions, as per the rubric and marking guidelines.

Candidates need to be aware that they can be disadvantaged when responding to strand questions they have not studied in their two-year course. Generally such responses lacked a depth and breadth of knowledge and understanding of the relevant hospitality sector.

Hospitality Operations

2003 HSC Examination Mapping Grid

Question	Marks	Unit of competency	
Section I			
1	1	THHCOR03A	Follow Health, Safety and Security Procedures
2	1	THHCO01A	Develop and Update Hospitality Industry Knowledge
3	1	THHCO01A	Develop and Update Hospitality Industry Knowledge
4	1	THHCOR2A	Work in a Socially Diverse Society
5	1	THHCOR01A	Work With Colleagues and Customers
6	1	THHCOR01A	Work With Colleagues and Customers
7	1	THHCO01A	Develop and Update Hospitality Industry Knowledge
8	1	THHCO01A	Develop and Update Hospitality Industry Knowledge
9	1	THHCOR01A	Work With Colleagues and Customers
10	1	THHCOR03A	Follow Health, Safety and Security Procedures
11	1	THHGGA01A	Communicate on the Telephone
12	1	THHCOR03A	Follow Health, Safety and Security Procedures
13	1	THHCOR2A	Work in a Socially Diverse Society
14	1	THHGHS01A	Follow Workplace Hygiene Procedures
15	1	THHGHS01A	Follow Workplace Hygiene Procedures
Section II			
16	6	THHCOR02A	Work in a Socially Diverse Environment
17	8	THHCOR03A	Follow Health, Safety and Security Procedures
18	6	THHGHS01A	Follow Workplace Hygiene Procedures
19	6	THHCO01A	Develop and Update Hospitality Industry Knowledge
20	9	THHCOR01A	Work With Colleagues and Customers

Question	Marks	Unit of competency
Section III		
21	Compulsory 15	THHCO01A Develop and Update Hospitality Industry Knowledge THHCOR01A Work with colleagues and customers
22	15	<u>Strand A:</u> Commercial Cookery THHBKA01A Organise and Prepare Food THHBCC01A Use Basic Methods of Cookery
23	15	<u>Strand B:</u> Accommodation Services THHBH01A Provide Housekeeping Services To Guests THHGCS02A
24	15	<u>Strand C:</u> Cross Functional Operations THHBH01A Provide Housekeeping Services to Guests THHGCS02A Promote Products and Services to Customers THHBFB02/3aA Provide a Link Between Kitchen and Service Areas
25	15	<u>Strand D:</u> Food and Beverage Service and Kitchen Operations THHBFB02/03aA Provide a Link Between Kitchen and Service Areas THHBFB2/3A Provide Food and Beverage Service THHBFB10A Prepare and Serve Non-Alcoholic Beverages

2003 HSC Hospitality Operations Marking Guidelines

Question 16 (a)

Competencies assessed: *THHCOR02A*

MARKING GUIDELINES

Criteria	Marks
• Correctly lists TWO factors that could cause cultural misunderstandings	2
• Correctly lists ONE factor that could cause cultural misunderstanding	1

Question 16 (b)

Competencies assessed: *THHCOR02A*

MARKING GUIDELINES

Criteria	Marks
• Outlines with detailed features and characteristics of TWO strategies the employer could implement to help prevent cultural misunderstandings	4
• Outlines general features and characteristics of TWO strategies the employer could implement to help prevent cultural misunderstandings OR • Identifies TWO strategies and provides detail for ONE	3
• Identifies TWO strategies the employer could implement to help prevent cultural misunderstandings OR • Outlines with some detail ONE strategy that the employer could implement to help prevent cultural misunderstandings	2
• Identifies ONE strategy the employer could implement to help prevent cultural misunderstandings	1

Question 17 (a)*Competencies assessed: THHCOR03A***MARKING GUIDELINES**

Criteria	Marks
• Demonstrates a comprehensive understanding of safety strategies undertaken in the hospitality workplace and relates the responsibilities of employers and employees in ensuring safety	4
• Demonstrates an understanding of safety strategies undertaken in the hospitality workplace and superficially relates the responsibilities of employers and employees in ensuring safety	3
• Identifies safety strategies for the workplace and superficially relates the responsibility of employers OR employees in ensuring workplace safety	2
• Identifies safety strategies for the workplace	1

Question 17 (b)*Competencies assessed: THHCOR03A***MARKING GUIDELINES**

Criteria	Marks
• Demonstrates a comprehensive understanding of security strategies undertaken in the hospitality workplace and relates the responsibilities of employers and employees in ensuring security	4
• Demonstrates an understanding of security strategies undertaken in the hospitality workplace and superficially relates the responsibilities of employers and employees in ensuring security	3
• Identifies security strategies for the workplace and superficially relates the responsibility of employers OR employees in ensuring workplace security	2
• Identifies security strategies for the workplace	1

Question 18 (a)*Competencies assessed: THHGHS01A***MARKING GUIDELINES**

Criteria	Marks
• Names TWO pieces of legislation that aim to prevent food poisoning	2
• Names ONE piece of legislation that aims to prevent food poisoning	1

Question 18 (b)*Competencies assessed: THHGHS01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a detailed knowledge of procedures that can be implemented in the workplace to prevent food poisoning• Uses industry terminology to support the answer	4
<ul style="list-style-type: none">• Demonstrates a sound knowledge of procedures that can be implemented in the workplace to prevent food poisoning• Uses limited industry terminology to support the answer	3
<ul style="list-style-type: none">• Demonstrates an elementary knowledge of the procedures to prevent food poisoning• Uses limited industry terminology to support the answer	2
<ul style="list-style-type: none">• Identifies a procedure to prevent food poisoning	1

Question 19 (a)*Competencies assessed: THHCO01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Lists ONE internal factor influencing hospitality operations	1

Question 19 (b)*Competencies assessed: THHCO01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Lists ONE external factor influencing hospitality operations	1

Question 19 (c)
Competencies assessed: THHCO01A
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of internal and external factors that influence the hospitality industry's relationship with other industries • Clearly identifies with sound reasoning the relationship between the hospitality and other industries 	4
<ul style="list-style-type: none"> • Demonstrates a thorough understanding of internal and external factors that influence the hospitality industry's relationship with other industries • Identifies with sound reasoning the relationship between the hospitality and other industries 	3
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of TWO internal or TWO external factors that influence the hospitality industry's relationship with other industries OR <ul style="list-style-type: none"> • Demonstrates a detailed understanding of ONE internal and ONE external factor that influence the hospitality industry's relationship with other industries 	2
<ul style="list-style-type: none"> • Identifies a relationship between the hospitality and other industries OR <ul style="list-style-type: none"> • Demonstrates an understanding of ONE internal or ONE external factor that influence the hospitality industry's relationship with other industries 	1

Question 20
Competencies assessed: THHCOR01A
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Correctly identifies areas of complaint and comprehensively describes the actions that could have been taken to minimise complaints in this situation • Consistently communicates using precise industry terminology 	8–9
<ul style="list-style-type: none"> • Correctly identifies areas of complaint and describes actions that could have been taken to minimise complaints in this situation • Communicates using specific industry terminology 	6–7
<ul style="list-style-type: none"> • Identifies areas of complaint and basically describes actions that could have been taken to minimise complaints in this situation • Communicates using industry terminology 	4–5
<ul style="list-style-type: none"> • Identifies areas of complaint with a limited description of actions that could have been taken to minimise complaints in this situation • Communicates using non-specific terms 	2–3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of the areas of complaint 	1

Question 21*Competencies assessed: THHCO01A, THHCOR01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive analysis of the risk areas for the hospitality industry and relates the possible impact on the Australian economy• 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 analysis of the risk areas for the hospitality industry and makes reference to the possible impact on the Australian economy• Communicates using specific industry terminology within a cohesive response	10–12
<ul style="list-style-type: none">• Demonstrates a sound understanding of the risk areas for the hospitality industry• Communicates using general industry terminology and frames the response in a descriptive manner	7–9
<ul style="list-style-type: none">• Demonstrates a basic understanding of the risk areas for the hospitality industry• Communicates using elementary industry terminology and frames the response in a generalised manner	4–6
<ul style="list-style-type: none">• Identifies risk area(s) and demonstrates a limited knowledge of the relationship to the hospitality industry	1–3

Question 22*Competencies assessed: THHBKA01A, THHBCC01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of table d’hote menu• Identifies and analyses a comprehensive range of relevant factors to be considered when preparing and presenting a formal lunch• Consistently and correctly communicates using precise terminology in a well reasoned, cohesive response• Answer is supported by a range of detailed industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed understanding of table d’hote menu• Identifies, and applies a detailed knowledge and understanding of, factors to be considered when preparing and presenting a formal lunch.• Communicates using specific industry terminology• Answer is supported by a range of industry examples.	10–12
<ul style="list-style-type: none">• Demonstrates a sound understanding of table d’hote menu or a detailed understanding of menu forms• Identifies, and applies a sound knowledge and understanding of, factors to be considered when preparing and presenting a formal lunch• Communicates using general industry terminology• Answer is supported by general industry examples	7–9
<ul style="list-style-type: none">• Demonstrates a basic understanding of menu forms• Applies a basic knowledge and understanding of the factors to be considered, addresses at least one (1) of the following — preparing or presenting a formal lunch• Communicates using elementary industry terminology	4–6
<ul style="list-style-type: none">• Superficial understanding of menu forms• Identifies some factors that should be considered when preparing a lunch• Communicates using non-industry specific terminology	1–3

Question 23*Competencies assessed: THHBH01A, THHGCS02A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive knowledge and understanding of customer service policies• Assesses in depth the importance of customer service policies to the successful housekeeping operations of a hotel• Consistently and correctly communicates using precise industry terminology in a well-reasoned, cohesive response• Answer is supported by a range of detailed industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed knowledge and understanding of customer service policies• Discusses the importance of customer service policies to the successful housekeeping operations of a hotel• Communicates using specific industry terminology in a well-reasoned response• Answer is supported by a range of industry examples	10–12
<ul style="list-style-type: none">• Demonstrates a sound knowledge and understanding of customer service policies• Describes the importance of customer service policies to the successful housekeeping operations of a hotel• Communicates using general industry terminology• Answer is supported by general industry examples	7–9
<ul style="list-style-type: none">• Outlines basic customer service policies• Identifies some housekeeping operations• Communicates using elementary industry terminology	4–6
<ul style="list-style-type: none">• Lists some customer service policies and/or housekeeping operations• Communicates using non-industry specific terminology	1–3

Question 24
Competencies assessed: THHBH01A, THHGCS02A, THHBFB02/3aA
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding by identifying a comprehensive range of similarities and differences in procedures between the kitchen and housekeeping sectors • Evaluates the roles of the kitchen and housekeeping sectors in providing quality products and services to customers • Consistently and correctly communicates using precise industry terminology with detailed industry examples in a well-reasoned, cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates a detailed understanding by identifying a broad range of similarities and differences in procedures between the kitchen and housekeeping sectors • Discusses the roles of the kitchen and housekeeping sectors in providing quality products and services to customers • Correctly communicates using specific industry terminology and examples in a well reasoned response 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding by identifying a range of similarities and differences in procedures between the kitchen and housekeeping sectors • Describes the roles of the kitchen and housekeeping sectors in providing quality products and services to customers • Consistently communicates using general industry terminology and examples 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding by identifying some similarities and differences between the kitchen and housekeeping sectors. • Identifies some role or roles of kitchen and housekeeping sectors in providing quality products and services to customers • Communicates using elementary industry terminology 	4–6
<ul style="list-style-type: none"> • Demonstrates a superficial understanding by identifying similarities and/or differences in procedures between the kitchen and housekeeping sectors • Communicates using non-specific industry terms 	1–3

Question 25*Competencies assessed: THHBFB02/03aA, THHBFB2/3A, THHBFB10A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive knowledge and understanding of different food and non-alcoholic beverages and assesses the implications of the chosen menu items on the establishment• Demonstrates a comprehensive understanding of the roles and responsibilities of staff in providing quality products and services• Consistently and correctly communicates using precise terminology and examples in a well reasoned, cohesive response	13–15
<ul style="list-style-type: none">• Demonstrates a detailed knowledge and understanding of different food and non-alcoholic beverages and discusses the implications of menu items for the establishment• Demonstrates a detailed understanding of the roles and responsibilities of staff in providing quality products and services• Communicates using specific industry terminology and examples in a well reasoned response	10–12
<ul style="list-style-type: none">• Demonstrates a sound knowledge and understanding of different food and non-alcoholic beverages and describes obvious implications of menu items for the establishment• Demonstrates a reasonable understanding of the roles and responsibilities of staff in providing quality products and services• Communicates using general industry terminology and examples	7–9
<ul style="list-style-type: none">• Demonstrates a basic knowledge of different food and/or non-alcoholic beverages and identifies a limited number of implications of menu items• Demonstrates a basic understanding of the roles and/or responsibilities of staff in providing quality products and services• Communicates using elementary industry terminology	4–6
<ul style="list-style-type: none">• Demonstrates a superficial knowledge of food or non-alcoholic beverages• Identifies superficially the implications of menu items• Communicates using non-industry specific terminology	1–3