

**2005 HSC Notes from
the Marking Centre
Hospitality**

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2005 HSC NOTES FROM THE MARKING CENTRE

HOSPITALITY

Introduction

This document has been produced for the teachers and candidates of the Stage 6 course in Hospitality. It provides comments with regard to responses to the 2005 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.

This document should be read along with the relevant syllabus, the 2005 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.

General Comments

In 2005, approximately 5900 candidates attempted the Hospitality examination.

Candidates need to be mindful of the rubric at the commencement of Section III as this includes general criteria that will be used 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	D
4	C
5	C
6	D
7	B
8	B

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

Section II

Question 16

- (a) The majority of candidates were able to correctly identify a security risk such as theft, failure of security systems and customers neglecting to pay for their meals. Those candidates that incorrectly answered this part identified a hazard rather than a security breach.
- (b) The better responses were able to identify two distinct hazards and gave multiple methods for controlling each of the hazards identified. Besides the stated darkness the typical responses for hazards included tripping over obstructions, hot/faulty equipment and panicking due to inability to see. The control measures included back-up lighting (torches, candles and emergency generators), communication between staff and patrons (remain calm, stay seated) and training and implementation of procedures.

Poorer responses identified the result of a hazard (tripping) rather than the actual hazard (obstruction).

Question 17

- (a) Overall this part of the question was well answered, with the majority of the candidates able to identify an appropriate special needs category such as the disabled, elderly or families with children.
- (b) Better responses gave several strategies and appropriate justifications that related to the special needs category selected in part (a). The strategies selected were very specific, with clear reasoning and accurate use of terminology. Details such as providing smaller portions and less exotic foods for children's menus as they have smaller appetites and are less likely to eat highly seasoned or flavoured food were typical from this type of response.

Average responses tended to have minimal strategies and justifications due to the limited nature of the selected special needs group, for example vegetarians. These candidates tended to list strategies and provided no justification. The poorer responses gave a simplified one-word list of strategies.

Question 18

- (a) The majority of candidates were able to identify two effective communication skills when using the telephone. Poorer responses referred to non-verbal forms of communication such as body language and pointing.
- (b) The majority of candidates were able to give examples of how an understanding of cultural groups enhances the operation of a hospitality establishment. However, many candidates were unable to make a link between understanding cultural groups and the operation of a hospitality establishment.

The better responses identified how the link is made between the understanding and enhancing the operation. Examples including training, signage, translators and menu design, which could improve teamwork, establish a positive image and create repeat business for the establishment.

Average responses provided a number of examples of what could be done without any recognition of how it would enhance the operation of a hospitality establishment operation, while the poorer responses just made generalised statements about cultural groups.

Question 19

- (a) The majority of candidates were able to put forward a relevant strategy for the Environmental Health Officer. Typical responses included inspect the premises, check temperature of food or storage facilities and take food samples for testing. Poorer responses suggested the Environmental Health Officer contact the health/food inspector or sample the food so that they knew what the person making the complaint was experiencing.
- (b) The majority of candidates were able to distinguish two areas/positions/departments of a hospitality establishment and list points of hygiene for each but were unable to compare by showing similarities or differences between departments. These candidates tended to show a greater understanding of hygiene procedures in one department area than the other.

The better responses correctly identified two key departments, such as food production, food and beverage and housekeeping, and for each department showed how more than one hygiene procedure was similar or different.

The average responses referred to departments incorrectly by stating an area such as the kitchen, accommodation, front of house and back of house or a position such as a chef. Hygiene procedures typically focused on personal hygiene, cleaning and sanitising of surfaces and floors and avoiding cross-contamination, with no comparison of these procedures from one department to the other.

The poorer responses provided general information about hygiene, without necessarily relating it to a key area/position/department, or focused on safety, personal grooming and work duties rather than hygiene.

Question 20

- (a) A considerable number of candidates were able to outline the responsibilities of a hospitality establishment under Gaming legislation, with the better responses indicating multiple responsibilities and providing the main features of the Act or Regulation. For example: signs telling patrons about the chances of winning or that gambling can become addictive, clocks so patrons know how long they have been at the venue and gambling being illegal for those under 18 years of age.

Average responses tended to state a number of responsibilities with limited explanation or detail of the main features, eg: signs, g-line, clocks, self-exclusion, over 18 yrs. The poorer responses stated one responsibility without providing detail or placing the point into context.

- (b) Overall the majority of candidates showed a lack of understanding of the term *ethics* or ethical issues. The most common ethical issues described that related to an employee included bribes, confidentiality and tipping.

Better responses were able to correctly identify and provide features of ethical issues faced by employees, by elaborating on relevant examples.

The average responses were able to identify or state ethical issues but were limited in their explanation and were more unlikely to link the ethical issue to the employees' position.

Poor responses confused 'ethics' with 'ethnic', identifying issues such as anti-discrimination, not serving or treating customers equally, and cultural differences. This group also tended to refer to service, being polite and personal presentation as ethical issues or described safety and legal issues and the resulting hazards to the employee and patrons.

Section III

This section consisted of one mandatory extended response question and one question from a choice of three strand options.

Question 21

The structure of this question provided three clear areas of concern, allowing the majority of the candidates to provide an ordered response to the question. In particular, the area of employment was well answered, being supported with relevant and current legislation. There were a number of candidates who reversed the key words, explaining issues of concern in great detail, and only identifying ways to address the issues.

The better responses identified a range of hospitality industry-specific issues within each of the three areas. The candidates used precise industry terminology and clearly explained the relationship between the identified issues and how the issues identified were being addressed. Their responses were cohesive, well reasoned and supported with detailed industry examples, including specific legislation and the implications for the hospitality industry.

Average responses identified general issues of concern relating to some or all of the three areas. Some of these candidates experienced difficulty in explaining how the issues were being addressed in all three areas, with many candidates tending to focus on one or two areas and providing some industry examples. The responses included some industry terminology in a reasoned response.

Poor responses listed general issues of concern but had difficulty in explaining how the issues were being addressed. These responses listed examples that were often not relevant to the hospitality industry and used limited industry terminology.

Question 22

Better responses demonstrated a comprehensive understanding by addressing each aspect of the question in a well structured answer, using precise industry terminology and examples such as cross-contamination, sanitising, training, correct lifting techniques, electrical tagging, cleaning schedules and relevant legislation. These candidates identified aspects of safe work practices and the resulting implications, which consistently related to the hygienic use and maintenance of a variety of food processing and cooking equipment. These responses were strengthened by drawing out the implications of actions, as well as the potential for injury or food contamination.

The average responses tended to limit their answer and excluded the area of maintenance, gave insufficient reference to relevant equipment and/or failed to draw out implications. These responses tended to refer to food preparation/ production procedures rather than specific food processing and cooking equipment. The use of industry terminology was limited to cross-contamination and

sanitising. Some candidates provided extensive details about HACCP, receive/store, biological and environmental hazards in the workplace, at the expense of what the question asked for.

Poorer responses were very general and misinterpreted the question. Answers included information on methods of cookery with little or no reference to maintenance. Most candidates were able to gain a mark for stating basic safe work practices and providing examples of personal and environmental hygiene. These responses used minimal industry terminology and provided no implications for the safe work practices, hygienic use of, and maintenance procedures for, a range of food processing and cooking equipment.

Question 23

Many candidates tended to focus on the production of non-alcoholic beverages, without considering the selection of crockery, equipment or glassware and the resulting implications. Additionally, many candidates interpreted 'preparation' as 'mise-en-place' for garnishes for non-alcoholic beverages.

The better responses had a thorough understanding of the industry terminology and the requirements when using crockery, glassware and equipment, with most relating strongly to aspects of hygiene and/or safety. Very few of these candidates considered the process for selecting the appropriate equipment.

Average responses tended to focus on production and mise-en-place of actual non-alcoholic beverages with a very general reference to the selection of glassware, equipment and/or crockery. These candidates again focused on aspects of hygiene and safety using some general industry terminology.

Poorer responses listed equipment without any reference to how or why it would be used. These responses included statements such as 'Don't put soft drink in a coffee cup because customers won't like that'. These candidates made limited reference to safety or hygiene in general non-industry-specific statements.

Question 24

Many candidates tended to focus on the duties or responsibilities of the housekeeping and front office departments, which was reflected in very general statements.

Better candidates were able to recognise and relate the selection, operation and safe use of equipment and supplies used in an office and /or for the servicing of rooms. These responses still lacked analysis, in particular the implications of the selection, operation and safe use of equipment and supplies.

Average responses limited themselves to the safe use of equipment in an office and /or servicing rooms, these responses relied heavily on generalised statements that lacked detail and appropriate industry terminology.

Poorer responses failed to address the question and mostly made general statements about equipment and supplies not specifically appropriate to accommodation services.

Hospitality

2005 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	THHGGA01B – Communicate on the telephone
2	1	THHCOR01B – Work with colleagues and customers
3	1	THHHCO01B – Develop and update hospitality industry knowledge
4	1	THHGHS02B – Clean premises and equipment
5	1	THHHCO01B – Develop and update hospitality industry knowledge
6	1	THHGGA06B – Receive and store stock
7	1	THHCOR02B – Work in a socially diverse environment
8	1	THHHCO01B – Develop and update hospitality industry knowledge
9	1	THHCOR03B, THHGHS01B – Follow health, safety and security procedures
10	1	THHGHS01B – Follow workplace hygiene procedures
11	1	THHGGA06B – Receive and store stock
12	1	THHCOR03B – Follow health, safety and security procedures
13	1	THHGHS02B – Clean premises and equipment THHCOR03B – Follow health, safety and security procedures
14	1	THHCOR01B – Work with colleagues and customers
15	1	THHCO01B – Develop and update hospitality industry knowledge
Section II		
16 (a)	1	THHCOR03B – Follow health, safety and security procedures
16 (b)	6	THHCOR03B – Follow health, safety and security procedures
17 (a)	1	THHCOR01B – Work with colleagues and customers
17 (b)	6	THHCOR01B – Work with colleagues and customers
18 (a)	2	THHCOR01B – Work with colleagues and customers THHGGA01B – Communicate on the telephone
18 (b)	5	THHCOR02B – Work in a socially diverse environment
19 (a)	1	THHGHS02B – Clean premises and equipment

Question	Marks	Unit of competency / Element of competency
19 (b)	6	THHGGA06B – Receive and store stock
20 (a)	3	TTHHCO01B – Develop and update hospitality industry knowledge
20 (b)	4	TTHHCO01B – Develop and update hospitality industry knowledge
Section III		
21	15	TTHHCO01B – Develop and update hospitality industry knowledge THHCOR01B – Work with colleagues and customers THHCOR03B – Follow health, safety and security procedures THHCOR02B – Work in a socially diverse environment
22	15	TTHBKA01B – Organise and prepare food TTHBCC11B – Implement food safety procedures TTHBCC01B – Use basic methods of cookery
23	15	TTHBFB03B – Food and beverage service TTHBFB02B – Provide a link between kitchen and service areas TTHBFB10B – Prepare and serve non-alcoholic beverages
24	15	THHGFA01B – Process financial transactions THTSOP06B – Receive and process reservations THHGGA02B – Perform office procedures TTHBH03B – Prepare rooms for guests

2005 HSC Hospitality Marking Guidelines

Section II

Question 16 (a)

Competencies assessed: THHCOR03B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> Recognises and names ONE security breach 	1

Question 16 (b)

Competencies assessed: THHCOR03B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> Recognises and names TWO relevant hazards Shows by a range of relevant examples how the identified hazards could be controlled 	5–6
<ul style="list-style-type: none"> Recognises and names TWO hazards or ONE relevant hazard Shows by limited examples how the identified hazard can be controlled 	3–4
<ul style="list-style-type: none"> States in simple terms the hazards and/or strategies to control the hazard 	1–2

Question 17 (a)*Outcomes assessed: THHCOR01B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">Recognises and names ONE major category of customers with special needs in the hospitality industry	1

Question 17 (b)*Outcomes assessed: THHCOR01B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">Gives reasons for how the relevant strategies used in the hospitality industry meet these special needsRecognises and names relevant special needs of the stated group	5–6
<ul style="list-style-type: none">States strategies used in the hospitality industry to meet these special needsRecognises and names special needs of the stated group	3–4
<ul style="list-style-type: none">Lists the needs of customers and/or strategies used to meet needs	1–2

Question 18 (a)*Outcomes assessed: THHCOR01B, THHGGA01B***MARKING GUIDELINES**

Criteria	Marks
• Recognises and names TWO relevant communication skills	2
• Recognises and names ONE relevant communication skill	1

Question 18 (b)*Outcomes assessed: THHCOR02B***MARKING GUIDELINES**

Criteria	Marks
• Shows by using specific examples how an understanding of cultural groups enhances the operation of a hospitality establishment • Makes a clear link between understanding cultural groups and the operation of a hospitality establishment	4–5
• Shows by using example(s) how an understanding of cultural groups enhances the operation of a hospitality establishment	2–3
• Makes a statement(s) about cultural groups	1

Question 19 (a)*Outcomes assessed: THHGHS02B***MARKING GUIDELINES**

Criteria	Marks
• Puts forward ONE relevant strategy that could be used by an Environmental Health Officer	1

Question 19 (b)*Outcomes assessed: THHGGA06B***MARKING GUIDELINES**

Criteria	Marks
• Shows how these hygiene procedures are similar or different for TWO different key departments	5–6
• Shows hygiene procedures in relation to TWO different key departments	3–4
• Provides basic information about hygiene procedures for ONE or TWO key departments	1–2

Question 20 (a)*Outcomes assessed: THHCO1B***MARKING GUIDELINES**

Criteria	Marks
• Sketches in general terms TWO or more responsibilities of hospitality establishments under the Gaming Machine Act 2001 and Gaming Regulations 2002	3
• Lists TWO or more responsibilities or sketches in general terms ONE responsibility of hospitality establishments under the Gaming Machine Act 2001 and Gaming Regulations 2002	2
• Lists ONE responsibility of hospitality establishments under the Gaming Machine Act 2001 and Gaming Regulations 2002	1

Question 20 (b)*Outcomes assessed: THHCO1B***MARKING GUIDELINES**

Criteria	Marks
• Provides the characteristics and features of TWO relevant ethical issues related to a hospitality employee working in the gaming department	4
• Provides the characteristics and features of ONE relevant ethical issue or states TWO ethical issues with limited characteristics related to the gaming department	3
• States TWO ethical issues OR	2
• Provides general information related to the gaming department	
• States ONE ethical issue	1

Section III

Question 21

Outcomes assessed: THHHCO01B, THHCOR01B, THHCOR03B, THHCOR02B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none">• Recognises and names specific issues of concern within the hospitality industry in the areas of employment, environment and international tourist markets• Provides a clear relationship between issues of concern and how they are being addressed• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Recognises and names general issues of concern within the hospitality industry in the areas of employment, environment and international tourist markets• Makes links between relevant industry examples and how issues are being addressed• Is a reasoned and cohesive response that includes the use of precise industry terminology	10–12
<ul style="list-style-type: none">• Recognises and names general issues of concern within the areas of employment and/or environment and/or international tourist markets• Provides industry examples of how these issues are being addressed in a reasoned response that includes some industry terminology	7–9
<ul style="list-style-type: none">• Recognises and names issues within the hospitality industry• Provides some industry examples in a general response that includes general industry terminology	4–6
<ul style="list-style-type: none">• Recognises and names issues and/or industry examples within the hospitality industry• Uses limited industry terminology and examples	1–3

Question 22*Competencies assessed: THHBKA01B, THHBCC11B, THHBCC01B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Draws out and relates implications for the safe work practices, hygienic use and maintenance procedures for a range of food processing and cooking equipment• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Draws out and provides limited implications for the safe work practices, hygienic use and maintenance procedures for a range of food processing and cooking equipment• Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Provides information about the safe work practices and/or hygienic use and/or maintenance procedures for food processing and/or cooking equipment• A reasoned response that includes some industry terminology and industry examples	7–9
<ul style="list-style-type: none">• Provides limited information about the safe work practices and/or hygienic use and/or maintenance procedures for food processing and/or cooking equipment• A general response that includes general industry terminology and some examples	4–6
<ul style="list-style-type: none">• Lists examples of equipment and/or lists basic information about equipment, safe work practices, hygiene or maintenance• Uses limited industry terminology and examples	1–3

Question 23*Competencies assessed: THHBFB03B, THHBFB02B, THHBFB10B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Draws out and relates implications for the selection, preparation and safe use of crockery, glassware and equipment required to prepare and serve a range of non-alcoholic beverages• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Draws out and provides limited implications for the selection, preparation and safe use of crockery, glassware and equipment required to prepare and serve a range of non-alcoholic beverages• Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Provides information about the selection and/or preparation and/or safe use of crockery, glassware and/or equipment required to prepare and/or serve a range of non-alcoholic beverages• A reasoned response that includes some industry terminology and industry examples	7–9
<ul style="list-style-type: none">• Provides limited information about the selection and/or preparation and/or safe use of crockery and/or glassware and/or equipment required to prepare and/or serve a range of non-alcoholic beverages• A general response that includes general industry terminology and some examples	4–6
<ul style="list-style-type: none">• Lists examples of equipment and/or lists basic information about equipment• Uses limited industry terminology and examples	1–3

Question 24*Outcomes assessed: THHGFA01B, THTSOP06B, THHGGA02B, THHBH03B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Draws out and relates implications for the selection, operation and safe use of a range of relevant equipment and supplies for an office and the servicing of rooms• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Draws out and relates implications for the selection, operation and safe use of some relevant equipment and supplies for an office and the servicing of rooms• Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Provides information for the selection, operation and/or safe use of equipment and supplies for an office and/or the servicing of rooms• A reasoned response that includes some industry terminology and industry examples	7–9
<ul style="list-style-type: none">• Identifies basic components for the selection, operation and/or safe use of equipment and supplies for an office and/or the servicing of rooms• A general response that includes general industry terminology and some examples	4–6
<ul style="list-style-type: none">• Provides some examples of equipment and/or selection, operation, or safe use of equipment and supplies• Uses limited industry terminology and examples	1–3