2008 HSC Notes from the Marking Centre Hospitality

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2008 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 contains comments on candidate responses to the 2008 Higher School Certificate examination, indicating the quality of the responses and highlighting their relative strengths and weaknesses.

This document should be read along with the relevant syllabuses, the 2008 Higher School Certificate examinations, 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 2008, approximately 5 400 candidates attempted the Hospitality examination.

Candidates need to be mindful of the rubric at the beginning of Section III. Candidates also need to be aware that they can be disadvantaged if they answer strand questions they have not studied in their two-year course. Generally, such responses lack depth and breadth of knowledge and understanding of the relevant hospitality sector.

Section I – Multiple choice

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

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

Section II

Question 16

Better responses provided detailed information on HACCP and clearly related it to the hospitality industry. They included relevant examples with industry terminology (eg rethermalisation) supporting their knowledge and understanding of HACCP as a quality assurance program to improve the standard of food from delivery to the table. They linked HACCP to improved outcomes for the enterprise and the consumer.

Weaker responses provided limited statements about HACCP without linking it to the hospitality industry. They commonly confused it with OHS or reduction of hazards in the workplace and failed to link it to food. Some responses were limited by a lack of understanding of the acronym.

Question 17

(a) Better responses identified telephone equipment correctly. Weaker responses referred to the many features of the telephone or parts that make up the telephone or telephone accessories.

(b) Better responses identified areas of good telephone etiquette such as greeting callers with a salutation, for example 'Good Morning' and answering the phone promptly, for example within 3 to 6 rings.

Better responses also identified the importance of telephone etiquette in a hospitality establishment so as to prevent misunderstandings, providing a positive image of the company and maintaining a high level of professionalism.

Better responses demonstrated their understanding by providing characteristics and features of good telephone etiquette. They also provided reasons why it is important in a hospitality organisation and provided good industry examples.

Weaker responses made generalised statements about telephone etiquette and made no connection as to why it was important to the hospitality industry or made a generalised statement as to why telephone etiquette was important.

Question 18

(a) In the better responses, candidates identified and named two ways that security is maintained in the hospitality workplace. Weaker responses identified either one way or failed to identify any ways correctly.

(b) In the better responses, candidates clearly articulated the main features of a correct procedural policy for handling a bomb threat or armed robbery. These responses demonstrated a sound understanding of the steps to follow in a large hotel for these security breaches.

Weaker responses demonstrated limited knowledge of procedures or made generalised statements about bomb threats or armed robbery.

Question 19

Better responses concisely explained how personal attributes and work ethics contribute to the success of a hospitality organisation. Candidates made excellent use of industry terminology and drew upon a broad base of content studied providing variety and depth in responses. Examples were easily identified and related succinctly to the question.

Communication methods, teamwork and costs and benefits to the industry were identified in most responses.

Weaker responses were vague or made simple, general statements, often with irrelevant information. Attributes and ethics were used collectively without written examples.

Question 20

Better responses provided a range of different strategies to accommodate cultural awareness when working in teams. These strategies were then supported with realistic current industry examples such as the allocation of prayer time and/or a place for prayer. These responses gave an explanation which linked the strategy and its relevance to the hospitality industry and also included industry examples.

Weaker responses did not address the working within a team component of the question. They tended to give strategies or general information and examples which were relevant to accommodating cultural awareness with external customers. Some responses also interpreted 'accommodating' as referring to accommodation services.

Section III

Question 21

Better responses named relevant legislation and discussed in detail components of the legislation in a well-reasoned, cohesive and accurate manner for two of the issues. Many referred to a range of legislation as they addressed two of the legal issues. The candidates clearly linked and drew out the impacts of the legislation on the hospitality industry from employer, employee and customer perspectives. Both positive and negative impacts were identified. Industry terminology was precise with relevant and detailed industry examples.

Mid-range responses provided a general discussion of components of relevant legislation. Candidates used generic terminology and examples and may have addressed two issues with no impact or weaker impacts, one issue soundly with some impacts or a general discussion relating to impacts. Candidates frequently selected anti-discrimination and EEO as the two issues but were unable to clearly differentiate between the two, often using the same examples, impacts and components.

Weaker responses gave limited or brief information related to issues and/or legislation and may have provided limited terminology and examples. Some candidates identified in simple terms possible impacts but gave no explanation.

Question 22

Better responses provided specific details and description of both poaching and baking, for example temperature ranges, equipment, suitable foods and nutritive value. They made direct reference to some of the underlying principles as listed:

- definition of the method of cookery
- suitable foods
- utensils and equipment
- method of cookery
- suitable recipes
- characteristics of foods prepared using this method
- associated culinary terms
- common problems and solutions
- effect on nutritional value of food
- waste minimisation techniques.

Students had a clear understanding of an *à la carte* menu. They made more than one clear judgement on the suitability of these methods of cookery and linked them to specific menu items, for example eggs benedict and soufflé. Specific industry terminology and some examples included combi oven, cartouche, fish kettle, spider and slotted spoon.

Mid-range responses showed a sound understanding of both baking and poaching; however, specific details, such as temperature ranges and equipment were lacking. Poaching and baking examples were accurate and most students made reference to poached pears and chicken, muffins and cakes. Some responses incorrectly used roasting examples when describing baking, for example roast chicken and lamb. There was reference to and an understanding of *à la carte,* however, the link was not evaluated and consistent with most moderate responses. Correct, but common, industry examples and terminology were provided, for example oven, saucepan and spoon.

Weaker responses tended to concentrate on only one method of cookery – either poaching or baking – and provided few examples. They did not relate or make any reference to *à la carte*; they simply stated the term. Some responses made reference to other methods of cookery and other menu types, for example buffet, but used very few examples and limited terminology.

Question 23

Better responses demonstrated a solid understanding of different styles of service and related mise-en-place for breakfast in a large hotel. These responses made relevant judgments about the suitability of different styles of service for breakfast being served in a large hotel. These judgments were supported by strong industry examples using precise industry terminology in a cohesive and well-reasoned response. These responses were well structured and provided detail of mise-en-place for service and how it affected the suitability of that style and/or how that style may meet the requirements of various customers.

Weaker responses provided an understanding of a style of service and made a relevant judgment about its suitability, or they provided a detailed understanding of a mise-en-place for a style or styles of service without reference to suitability. These responses often referred to general service,

not specific to a hotel or to breakfast. These responses were based on some industry experience and included general industry examples and limited industry terminology.

The weakest responses listed aspects of menus and menu styles or mentioned general points of mise-en-place or only mentioned kitchen mise-en place. These responses used general terminology and used general examples. These responses made general overviews of hotel operations providing service.

Question 24

Better responses provided solid understanding of procedures for handling financial transactions in a large hotel. These responses made relevant judgments about the procedures based on security issues. They were well reasoned and provided good industry examples with strong terminology.

Weaker responses provided an understanding of a procedure and made a relevant judgment or provided a general understanding of procedures and some judgement based on a security or security issues. These responses were based generally on some industry experience and included general industry examples supported by limited terminology.

The weakest responses listed aspects of security, generally using basic examples and general terminology. Some responses identified transactions and did not link with security or attempt any judgement. Other responses made unsupported judgments about a transaction or transactions.

Hospitality

2008 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	THHHCO01B – Develop & update hospitality industry knowledge
2	1	THHGHS01B – Follow workplace hygiene procedures
3	1	THHCOR01B – Work with colleagues & customers
4	1	THHGGA06B – Receive & store stock
5	1	THHCOR03B – Follow health, safety & security procedures
6	1	THHGHS01B – Follow workplace hygiene procedures
7	1	THHCOR02B – Work in socially diverse environment
8	1	THHCOR03B – Follow health, safety & security procedures
9	1	THHGHS02B – Clean premise and equipment
10	1	THHCOR038 – Follow health, safety & security procedures
11	1	THHCOR01B – Work with colleagues & customers
12	1	THHHCO01B – Develop & update hospitality industry knowledge
13	1	THHGHS01B – Follow workplace hygiene procedures
14	1	THHCOR02B – Work in socially diverse environment
15	1	THHHCO01B – Develop & update hospitality industry knowledge
Section II		
16	6	THHGHS01B - Follow workplace hygiene procedures
17 (a)	1	THHGGA01B - Communicate on the telephone
17 (b)	6	THHGGA01B - Communicate on the telephone
18 (a)	2	THHCOR03B - Follow health, safety & security procedures
18 (b)	4	THHCOR03B - Follow health, safety & security procedures
19	8	THHHCO01B - Develop & update hospitality industry knowledge THHCOR01B – Work with colleagues and customers
20	8	THHCOR01B - Work with colleagues & customers THHCOR02B - Work in socially diverse environment
21	15	THHHCO01B - Develop & update hospitality industry knowledge THHCOR03B - Follow health, safety & security procedures THHGHS01B - Follow workplace hygiene procedures THHGHS02B - Clean premise and equipment THHCOR02B - Work in socially diverse environment
Section III		
22	15	THHBCC01B - Use basic methods of cookery THHBKA01B - Organise & prepare food
23	15	THHBFB03B - Provide food & beverage service THHBFB02B - Provide a link between kitchen and service
24	15	THHGGA02B - Perform office procedures THHGFA01B – Process financial transactions

BOARD OF STUDIES
NEW SOUTH WALES

2008 HSC Hospitality
Marking Guidelines

The following marking guidelines were developed by the examination committee for the 2008 HSC examination in Hospitality, and were used at the marking centre in marking student responses. For each question the marking guidelines are contained in a table showing the criteria associated with each mark or mark range. For some questions, 'Sample Answers' or 'Answers may include' sections are included. These are developed by the examination committee for two purposes. The committee does this:

(1)   as part of the development of the examination paper to ensure the questions will effectively assess students' knowledge and skills, and

(2)   in order to provide some advice to the Supervisor of Marking about the nature and scope of the responses expected of students.

The examination committee develops the marking guidelines concurrently with the examination paper. The 'Sample Answers' or similar advice are not intended to be exemplary or even complete answers or responses. As they are part of the examination committee's 'working document', they may contain typographical errors, omissions, or only some of the possible correct answers.

The information in the marking guidelines is further supplemented as required by the Supervisor of Marking and the senior markers at the marking centre.

A range of different organisations produce booklets of sample answers for HSC examinations, and other notes for students and teachers. The Board of Studies does not attest to the correctness or suitability of the answers, sample responses or explanations provided. Nevertheless, many students and teachers have found such publications to be useful in their preparation for the HSC examinations.

A copy of the Mapping Grid, which maps each question in the examination to units/elements of competency as detailed in the syllabus, is also included.

Section II

Question 16

Competencies assessed: THHGHS01B

MARKING GUIDELINES

Criteria	Marks
• Correctly identifies HACCP • Makes evident the relationship between HACCP and how it can be used in the hospitality industry • Uses industry examples	5–6
• Provides general information about HACCP and the how it can be used in the hospitality industry	3–4
• Makes statements about HACCP OR the use of HACCP in the hospitality industry	1–2

Suggested answers:

HACCP – Hazard Analysis Critical Control Point

HACCP is a food safety plan designed to identify potential hazards in the production of food and to eliminate the risk of contamination, thus preventing the production of unsafe food. It's a legal obligation for food handlers in the industry. For example, incorrect temperature control is a critical control point which must be controlled to ensure food safety, eg. raw chicken must be stored between 1°C to 4°C to minimise the growth of bacteria.

Question 17 (a)

Competencies assessed: THHGGA01B

MARKING GUIDELINES

Criteria	Marks
• Recognises and names TWO types of telephone equipment	1

Answers could include:

- Single and multi line telephones
- Mobile telephones
- Switch boards
- Extensions
- Answering machines

Question 17 (b)

Competencies assessed: THHGGA01B

MARKING GUIDELINES

Criteria	Marks
• Provides characteristics and features of good telephone etiquette • Provides reasons why it is important in a hospitality organisation • Provides industry examples	5-6
• Provides an outline of good telephone etiquette • Provides limited information as to why it is important in a hospitality organisation • Provides general examples	3-4
• Makes a statement about telephone etiquette and/or why it is important in the hospitality industry	1-2

Answers could include:

Characteristics and features of good telephone etiquette includes:

- Greeting callers
- Answering call promptly
- Using polite greeting
- Identifying the enterprise
- Offer of assistance
- Courteous language
- Friendly tone
- Clear articulation
- Accurate relaying of messages

Good telephone etiquette is important in a hospitality establishment because it:

- Maintains a high level of professionalism
- Prevents misunderstandings
- Gives a high level of service to customers
- Positive image for establishment

Question 18 (a)

Competencies assessed: THHCOR03B

MARKING GUIDELINES

Criteria	Marks
• Recognises and names TWO ways that security can be maintained in the hospitality workplace	2
• Recognises and names ONE way that security can be maintained in the hospitality workplace	1

Answers could include:

- Security cards

- Restricted access

- Sign in/out book

- Lock up procedures

- Cash handling procedures

Question 18 (b)

Competencies assessed: THHCOR03B

MARKING GUIDELINES

Criteria	Marks
• Sketches in general terms the correct procedures that should be followed during a bomb threat OR armed robbery within a large hotel	3-4
• Makes statements about the procedures that should be followed during either a bomb threat OR armed robbery	2
• Makes a statement about a bomb threat or armed robbery	1

Answers could include:

The correct procedure for handling a bomb threat could include:

- Steps for the person who receives the threat to gain as much information as possible as about the bomb and the caller.

- All information from the conversation should be recorded if possible without interrupting or hanging up on the caller

Ask questions like   *"where is the bomb?"*

"when is the bomb due to go off?"

" why has the bomb been placed there?"

" what does the bomb look like?"

" who has placed the bomb there?"

- Keep the caller talking on the line

- Alert another person about the call

- Try an identify any clues as to who the caller may be, eg. accent, background noise, state of mind of the caller (anxious/highly stressed)

- Avoid saying anything that will make the person more uneasy or hassled

- Let the caller know that there is no time to evacuate the buildings and the explosion could hurt innocent people

- Bomb threat evacuation

- Notify manager/supervisor

- Alert other staff to start looking for suspicious parcels/objects

Question 19

Competencies assessed: THHHCO01B; THHCOR01B

MARKING GUIDELINES

Criteria	Marks
• Makes evident the relationship between how personal attributes and work ethics of staff contribute to the success of a hospitality organisation • Provides relevant industry examples	7–8
• Indicates how personal attributes and work ethics of staff contribute to the success of a hospitality organisation • Provides general examples	5–6
• Makes statements about personal attributes and/or work ethics and/or a successful hospitality organisation	3–4
• Makes a statement about personal attributes or work ethics or a hospitality organisation	1–2

Answers could include:

Personal Attributes & work ethics of hospitality staff:

- Punctuality

- Honesty

- Attention to detail

- Personal presentation and grooming

- Attitude

- Confidentially

- Consistency of service

Punctuality is an important personal attribute and work ethic as this ensures that the employee is reliable and will not cause difficulties in the running of the establishment by being late which

may cause staff shortages. Additionally it prevents staff becoming disgruntled by having to take on the duties of the late staff member.

Question 20

Competencies assessed: THHCOR01B; THHCORO2B

MARKING GUIDELINES

Criteria	Marks
• Puts forward detailed strategies for accommodating cultural differences when working within a team in the hospitality industry • Uses relevant industry examples	7–8
• Puts forward strategies for accommodating cultural differences when working within a team in the hospitality industry • Uses general industry examples	5-6
• Provides general information about cultural differences when working within a team	3-4
• Makes statement/s about cultural differences and/or working within a team	1-2

Answers could include:

- Staff training
- Using staff cultural skills
- Using a range of communication media
- Promoting cultural celebrations
- Celebrating difference
- Developing tolerance of cultural difference
- Actively seeking to break down barriers
- Professionalism

Section III

Question 21

Competencies assessed: THHCOR02B; THHGHS02B; THHGHS01B; THHCOR03B; THHHCO01B

MARKING GUIDELINES

Criteria	Marks
• Identifies detailed components of relevant government legislation that address TWO legal issues • Draws out and relates the impacts of government legislation on the hospitality industry • Provides a well-reasoned and cohesive response that includes precise industry terminology with detailed industry examples	13–15
• Identifies components of government legislation that address TWO legal issues • Provides limited impacts of government legislation on the hospitality industry • Provides a reasoned response that includes industry terminology with industry examples	10–12
• Provides general information related to government legislation that addresses ONE legal issue and/or the impacts on the hospitality industry • Provides a general response that includes industry terminology with industry examples	7–9
• Provides limited information related to government legislation and/or legal issues and hospitality industry • Provides a response that includes limited terminology with some examples	4–6
• Lists basic information related to legislation and/or legal issues and/or the hospitality industry • Uses basic terminology and examples	1–3

Answers could include:

Legal Issue Anti Discrimination
This issue is covered by the *Anti Discrimination Act 1977* (NSW). The *Anti Discrimination Act 1977* aims to ensure that all organizations provide fair and equitable access to services and facilities for all customers. It takes into account gender, race, culture, religion, disabilities, age and sexual preferences.

The impact of this Act on the hospitality industry is substantial as it means that no one is discriminated against according to those factors specified by the Act. A disabled customer or colleague is therefore not able to be denied access to a facility because they have a wheel chair, provided there is lift access. Additionally this legislation prevents discrimination occurring between colleagues within the organisation. Therefore the organisation is more likely to have a positive work environment, as no one is discriminated against and thus employees are more productive which inturn results in a more profitable business.

Question 22

Competencies assessed: THHBCC01B; THHBKA01B

MARKING GUIDELINES

Criteria	Marks
• Demonstrates a comprehensive understanding of poaching and baking and their underlying principles • Makes judgements based on the underlying principles of cookery about the suitability of poaching and baking for use on an à la carte menu • Provides a well reasoned cohesive response that includes precise industry terminology with detailed industry examples	13–15
• Demonstrates a detailed understanding of poaching and baking and their underlying principles • Makes a judgement about the suitability of poaching and baking for use on an à la carte menu • Provides a reasoned and cohesive response that includes industry terminology with industry examples	10–12
• Demonstrates a sound understanding of poaching and baking and their underlying principles • Makes a link between the methods of poaching and/or baking for use on an à la carte menu • Provides a reasoned response that includes some industry terminology with industry examples	7–9
• Demonstrates a general understanding of poaching and/or baking and their underlying principles • Provides a general response that includes general industry terminology with some examples	4–6
• Demonstrates a limited understanding of the aspects of poaching OR baking • Uses limited terminology and examples	1–3

Question 22 (continued)

Answers could include:

Underlying principles of poaching and baking include:

- Definition of cookery method

- Suitable foods

- Utensils and equipment

- Method of cookery

- Suitable recipe

- Characteristics of foods prepared using this method

- Associated culinary terms

- Common problems and solutions

- Effect on the nutrient value of food

- Waste minimization techniques

à la carte (off the card):

- Items are cooked to order and individually priced

Poaching is suitable to an à la carte menu as:

- Is a quick, wet method of cookery

- Uses a range of different foods including fish, eggs, chicken, and a selection of fruit

- Cooked within a 10 minute time frame

- The delicate nature of this method of cookery indicates that food is only cooked to order and must be served immediately

Baking is not as suitable for an à la carte menu:

- It is very time consuming and if used, the foods would usually be prepare before hand and reheated for service

- The quality of the food would not be of a very high standard. If prepared prior to service foods that may be suitable for baking may be baked fish in foil

- Dry heat nature of this cookery requires a lot of mise en place preparation such as larding of meat to prevent drying out, of foods which will affect the workflow of the kitchen if a staff member is consumed with these duties

Question 23

Competencies assessed: THHBFB03B; THHBFB02B

MARKING GUIDELINES

Criteria	Marks
• Demonstrates a comprehensive understanding of different styles of service for breakfast and their mise-en-place requirements • Makes judgements based on mise-en-place requirements about the suitability of different styles of service for breakfast in a large hotel • Provides a well reasoned and cohesive response that includes precise industry terminology with detailed industry examples	13–15
• Demonstrates a detailed understanding of different styles of service and their mise-en-place requirements • Makes a judgement about the suitability of different styles for breakfast of service and their use in a large hotel • Provides a reasoned and cohesive response that includes industry terminology with industry examples	10–12
• Demonstrates a sound understanding of different styles of service for breakfast and their mise-en-place requirements • Makes a link between different styles of service for breakfast and their use in a large hotel • Provides a reasoned response that includes some industry terminology with industry examples	7–9
• Demonstrates a general understanding of styles of service for breakfast and their mise-en-place requirements • Provides a general response that includes general industry terminology with some examples	4–6
• Demonstrates a limited understanding of styles of service • Uses limited industry terminology and examples	1–3

Answers could include:

Different styles of service suited to a breakfast in a large hotel

- Cultural breakfast – Japanese
- à la carte
- Buffet
- Function
- Tea and coffee service
- Room service

Question 23 (continued)

Answers could include:

Mise-en-place requirements

- Checking reservations

- Preparation of restaurant including setting tables, lighting, room temperature, table numbers, floral decorations, privacy (if a function) prevent background noise

- Checking and preparing equipment for service

- Preparation of service stations including:

    – Cutlery (polished and sorted)

    – Service gear (tablespoons/forks)

    – Service plates and underliners

    – Condiments – jam, preserves, butter

    – Tea and coffee making equipment (a variety of tea and coffee)

    – Glassware for juices

    – Menus

    – Docket books

    – Linen

    – Display materials (sponsorships, tour groups, private function)

    – Equipment such as water jugs, milk jugs, toast holders

Question 24

Competencies assessed: THHGGA02B; THHGFA01B

MARKING GUIDELINES

Criteria	Marks
• Demonstrates a comprehensive understanding of the procedures for handling financial transactions in a large hotel • Makes judgements about the procedures when handling financial transactions in a large hotel based on security • Provides a well reasoned and cohesive response that includes precise industry terminology with detailed industry examples	13–15
• Demonstrates a detailed understanding of the procedures for handling financial transactions in a large hotel • Makes a judgement about the procedures for handling financial transactions based on security • Provides a reasoned and cohesive response that includes correct industry terminology with detailed industry examples	10–12
• Demonstrates a sound understanding of the procedures for handling financial transactions in a large hotel • Makes a link about the procedures for handling financial transactions based on security • Provides a reasoned response that includes some industry terminology with industry examples	7–9
• Demonstrates a general understanding of the procedures for handling financial transactions • Provides a general response that includes general industry terminology with some examples	4–6
• Demonstrates a limited understanding of the procedures for handling financial transactions • Uses limited terminology and examples	1–3

Question 24 (Continued)

Answers could include:

Financial Transactions may include:

- Cash

- Credit card

- Cheque

- EFTPOS

- Deposits

- Advance payments

- Vouchers

- Company charges

- Refunds

- Travelers cheques

- Foreign currency

Security procedures may relate to:

- The process of taking money from customers

- Managing floats/cash float procedures

- Maintaining low levels of cash in tills

- Rules for when and how cash should be counted

- Handling customer claims of short change

- Hold up procedures

- Authenticity of cheques/credit cards

- Security checks of credit cards

- Accuracy in receiving cash/cheques etc