



Coimisiún na Scrúduithe Stáit
State Examinations Commission

Leaving Certificate Applied 2012

Marking Scheme

HOTEL CATERING AND TOURISM

Common Level



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2012

Total Mark

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Vocational Specialism – Hotel, Catering and Tourism (200 marks)

Credit

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Friday June 8th

Afternoon 2.00 – 3.30

Directions to Candidates

- Write your EXAMINATION NUMBER in this space:
- WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
- Candidates must attempt **FOUR** questions.
Answer one question from **each** of the four sections of the paper.
Each question carries 50 marks.

<i>For the Superintendent only</i>	<i>For the Examiner only</i>	
Centre Stamp	1. Total of end of page totals	
	2. Aggregate total of all disallowed questions	
	3. Total mark awarded (1 minus 2)	
	4. Bonus mark for answering through Irish (if applicable)	
	5. Total mark if Irish bonus awarded (3 plus 4)	
	Note: The mark in row 3 (or row 5 if an Irish bonus is awarded) must correspond with the mark in the Total Mark box on the grid and on the front of the answer book	

Introduction

- The marking scheme is a guide to awarding marks to candidates' answers. It is a concise and summarised guide and is constructed in a way to minimise its word content.
- Assistant Examiners must conform to this scheme and may not allow marks for answering outside the scheme.
- The scheme contains key words or phrases for which candidates may be awarded marks. This does not preclude synonyms or phrases which convey the same meaning as the answer in the marking scheme.
- The scheme may include the words “any valid answer” and the Assistant Examiner will use his/her professional judgement to determine the validity of the answer. If in doubt, he/she should consult with his/her Advising Examiner before awarding marks.
- Where it comes to the attention of the Assistant Examiner that a candidate has presented a valid answer and there is no provision in the scheme for accepting this answer, then he/she must first consult with his/her Advising Examiner before awarding marks.
- The detail required in any answer is determined by the context and the manner in which the question is asked and by the number of marks assigned to the answer in the marking scheme. Requirements may therefore vary from year to year.

Section 1 – Eating Out: The Fast Food Way

(Attempt Question 1 or Question 2 from this section, each question carries 50 marks)

1. Cafes offer a wide range of sandwiches on menus.

(a) Explain why sandwiches are popular on cafe menus. (8 marks)

4 points @ 2 marks each

Customers expect sandwiches

Suitable for light meals/ cafe dining,

Can be eaten quickly,

Easily adaptable to customers likes/dislikes,

Easy to control ingredients for those on special diets,

Easy to make and serve, etc

(b) Name **four** different types of bread used for sandwiches. Suggest a substantial filling for **each** type of bread named and give the approximate cost of **each** sandwich.

4 types of bread @ 2 marks each, (20 marks)
4 substantial fillings @ 2 marks each and 4 approx costs @ 1 mark each

	TYPE OF BREAD	FILLING	COST €
1.			
2.			
3.			
4.			

- (c) Explain why the cost of sandwiches may vary. (6 marks)
3 reasons @ 2 marks each

Some fillings are more expensive i.e. meats etc,

Some breads are more expensive

Sandwiches may be sold by weight

Made to order sandwiches may cost more, etc

- (d) Name **two** accompaniments and **two** garnishes suitable for sandwiches. (8 marks)
2 accompaniments @ 2 marks each
2 garnishes @ 2 marks each

Accompaniment 1. _____
Salads, soups, chips, crisps etc.

Accompaniment 2. _____

Garnish 1. _____
Parsley tomato slice, cucumber slice, lemon wedge etc

Garnish 2. _____

- (e) Give **two** different ways of increasing the fibre content of sandwiches and **two** different ways of reducing the fat content of sandwiches. (8 marks)
2 different ways of increasing fibre @ 2 marks each

Increase fibre content

1. _____
Using wholemeal bread

Using seeded bread

2. _____
Choosing salad/ vegetable fillings, etc

Expect 2 different ways of reducing fat @ 2 marks each

Reduce fat content

1. _____
Using less butter/ mayonnaise/

Using low fat butter/ mayonnaise

2. _____
Choosing low fat filling ingredients e.g. lean meat, etc

2. The personal safety of staff and customers should be a priority in Fast Food outlets.

- (a) Describe some possible safety risks to staff and to customers in Fast Food outlets. (12 marks)

2 safety risks to staff and 2 safety risks to customers @ 3 marks each

Safety risks to staff _____

Burns /scalds from hot items in kitchen,

Trips over items on floor, slips on wet floors, etc

Cuts from sharp knives, blades, carelessness when using equipment etc

Safety risks to customers _____

Trips over items left on floor, unsecured rugs / mats

Burns on hot plates/equipment, etc

Slips on wet floors

- (b) Outline the precautions that should be taken in order to prevent accidents in Fast Food outlets. (10 marks)

5 @ 2 marks each

Warning signs on wet floors,

Spills wiped up quickly

Training for staff on safe use of knives and equipment, etc

Hazards e.g. loose tiles repaired

Responsible staff, etc

- (c) Name **two** essential pieces of safety equipment recommended for the kitchen of a modern Fast Food outlet and explain clearly how **each** one is used. (14 marks)
Name of safety equipment 1 @ 3 marks

Piece of safety equipment 1. _____

How it is used _____

2 points in relation to use @ 2 marks each *Accept smoke alarm, fire blanket, fire extinguisher etc*

Name of safety equipment 1 @ 3 marks

Piece of safety equipment 2. _____

How it is used _____

2 points in relation to use @ 2 marks each

- (d) List the contents of a first aid box. (6 marks)
6 items @ 1 mark each

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

- (e) Explain what is meant by a *safety statement* and explain why a safety statement is necessary in Fast Food outlets. (8 marks)

Explanation @ 4 marks. Why it is necessary @ 4 marks

Statement assessing the risks /potential hazards in a workplace and outlining action

Necessary;By law, To make staff safer,

Situations/ issues/ accidents can be dealt with quickly/ effectively

Section 2 – Eating Out: Hotels, Restaurants and Institutions

(Attempt Question 3 or Question 4 from this section, each question carries 50 marks)

3. Your class group is organising and catering for a Halloween party for a group of eight and nine year old children.

(a) Suggest **three** ways of introducing the Halloween theme. (6 marks)

3 ways @ 2 marks each

1. _____
Banners, ghosts, Halloween masks, cobwebs, pumpkin lanterns ,music etc
2. _____
3. _____

(b) Set out a plan of the tasks to be carried out by the organisers in order to make the party a success. (18 marks)

3 tasks @ 2 marks each

Tasks carried out before the party _____
Allocate tasks, plan menu, draw up shopping list, buying, draw up guest list

Write invitations, send invitations

Plan party games, decorate room, etc

Prepare/ cook food

3 tasks @ 2 marks each

Tasks carried out during the party _____
Greet guests, offer drinks, serve food, refill plates,

Organise party games, remove empty plates, etc

3 tasks @ 2 marks each

Tasks carried out after the party _____
Tidy up, wash up, ensure children are taken home safely

Take down decorations,

Rearrange/return furniture, etc

- (c) List the dishes / foods to be included on the menu for the party.
Include suitable beverages.

(10 marks)

<i>Dishes / Foods</i>	<i>Beverages</i>
Expect 4 dishes @ 2 marks each	Expect 2 beverages @ 1 mark each

- (d) Analyse the menu and give **three** reasons why the dishes / foods listed are suitable.
3 reasons @ 4 marks each (12 marks)

1. _____

2. _____

3. _____

- (e) Describe how nutritious dishes / foods can be made more attractive to children of this age group. (4 marks)
2 ways @ 2 marks each

Involve children in the preparation and cooking of healthy food, child friendly plates

Serve food attractively garnished/ decorated faces, disguise veg by cutting up finely etc

4. A new restaurant is recruiting staff and will require experienced waiters / waitresses. Applicants are invited to submit a C.V.

(a) What is a C.V.? (4 marks)
Explanation @ 4 marks

(b) Outline the ways in which waiters / waitresses are trained and become qualified. (10 marks)
2 ways @ 5 marks each

Failte Ireland courses / I.T's

Training provided on the job by restaurants / hotels

(c) Outline the duties of a waiter / waitress. (10 marks)
5 duties @ 2 marks each

Greet guests, seat guests; take their coats, present menus,

Inform guests about the specials if any, take drink orders,

Take food orders, serve food, remove plates, take dessert orders, serve desserts,

Refill glasses, calculate / present bill, take payment, etc

- (d) Explain **each** of the following; A la carte, Order docket, Cheeseboard and Service charge. (20 marks)

Explanation @ 5 marks each

A la carte _____
Type of menu with many choices for each course each food/dish priced separately

Order docket _____
Slip of paper filled in by wait staff given to kitchen staff stating table number and which food/dishes ordered by customers

Cheeseboard _____
Selection of cheeses served with crackers and fruit at the end of a meal

Service charge _____
Additional charge / percentage added on to the end of a bill / sometimes added on to the bill of larger groups

- (e) Explain how the Equality Act protects workers. (6 marks)

One good explanation or 2 points @ 3 marks each

The act prevents discrimination in the workplace, on the grounds of race, religion, Gender, traveller status, marital status, family status, sexual orientation, disability, age,

Section 3 – Hospitality in Tourism

(Attempt Question 5 or Question 6 from this section, each question carries 50 marks)

5. Ireland’s coast line, beaches, and waterways are some of the country’s most popular tourist attractions.

(a) Explain why tourists are attracted to Ireland’s coast line, beaches and waterways.
3 reasons @ 5 marks each (15 marks)

Scenic areas / attractive to look at,

Famous sites Giant’s Causeway/ Cliffs of Moher,

Lots of activities available water sports, walking trails, fishing etc

Lots of accommodation available, etc,

(b) Name **five** different water based activities and give a location in Ireland where tourists could participate in **each** activity. (15 marks)

5 activities @ 1 mark each
5 accurate locations in Ireland @ 2 marks each

	Water based activity	Location in Ireland
1.	<i>Swimming, fishing</i>	
2.	<i>Canoeing, surfing</i>	
3.	<i>Scuba diving/diving</i>	
4.	<i>Sailing/ yachting</i>	
5.		

(c) Explain **each** of the following symbols.
4 explanations @ 2 marks each

(8 marks)



Aquatic theme park



Diving forbidden



Deep Water



Sailing venue

(d) Outline the safety precautions that should be taken when participating in water based activities. (8 marks)

4 precautions @ 2 marks each

Ensure participants are properly trained,

Ensure participants follow guidelines carefully i.e. flags on beaches, don't eat before swimming etc

Inform others of the destination and activity,

Don't use alcohol or drugs,

Wear a life jacket as appropriate, etc

(e) List the conditions that must be met if a beach is to be awarded a *blue flag*? (4 marks)
2 conditions @ 2 marks

Beach must be clean; water quality must reach the appropriate hygiene standard

6. A local tourist office is conducting an *on-line* survey in order to assess the availability and quality of accommodation and transport services in Ireland.

- (a) List **five** types of accommodation and **five** types of transport services available in Ireland. (10 marks)
5 types of accommodation & 5 types of transport services @ 1 mark each

Accommodation	Transport Services
1. <i>Hotels, B&B s, Guesthouses</i>	1. <i>Hired cars, public/private buses</i>
2. <i>Self catering houses/ cottages</i>	2. <i>Train, Dart, luas/tram, taxi</i>
3. <i>Caravans, Campsites</i>	3. <i>Plane , ferry</i>
4. <i>Hostels, etc</i>	4.
5.	5.

- (b) Suggest **two** questions in relation to accommodation and **two** questions in relation to transport services that should be asked as part of the survey. (16 marks)

Accommodation

2 questions @4 marks each

Question 1. _____

Question 2. _____

Transport services

2 questions @4 marks each

Question1. _____

Question 2. _____

- (c) What are the benefits of surveys to the tourist industry? (8 marks)
4 benefits @ 2 marks each

Provides information on the types of tourists visiting an area

Helps tourist industry meet the needs of tourists

Helps tourist industry to assess the quality of tourist provision

Helps the tourist industry to identify weakness and improve

Helps the tourist industry to identify gaps in the market

- (d) What services are provided by Tourist offices? (8 marks)
4 services @ 2 marks each

Accommodation services guides/ booking etc,

Provides information about upcoming events concerts/ festivals etc

Provides guide books/ maps/multi lingual historical books etc

Sells souvenirs

Provides food/ drink cafe facilities

- (e) Give **one** advantage and **one** disadvantage of conducting a survey on-line. (8 marks)
1 advantage @ 4 marks

Advantage _____
Can be sent to a large number of tourists easily,

Cheaper than sending a survey through the post

1 disadvantage @ 4 marks

Disadvantage _____
Tourist may not be careful when completing the survey

Large numbers of those surveyed may ignore or fail to return the survey

Section 4 – Catering for Diversity

(Attempt Question 7 or Question 8 from this section, each question carries 50 marks)

7. People with coeliac disease are unable to digest a particular protein.

- (a) Name this protein. **Name @ 4 marks** (4 marks)
Gluten

- (b) Name **five** foods that should be avoided by people with coeliac disease. (5 marks)
5 foods @ 1 mark each

Wheat, flour, bread, pasta, cakes, biscuits

1. _____

Oats, porridge, barley, rye,

2. _____

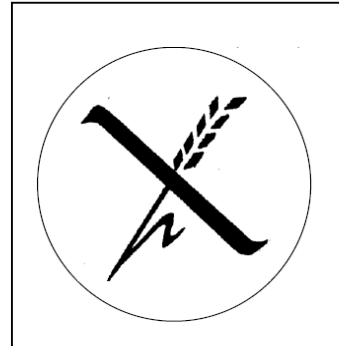
Stuffing, sausages, etc,

3. _____

Unless gluten free

4. _____

5. _____



- (c) Plan a set of menus, for one day, suitable for a person with coeliac disease. (32 marks)

Breakfast Menu

2 courses @ 2 marks each

Balance @ 2 marks

Menu related to diet @ 4 marks

Lunch Menu

2 courses @ 2 marks each

Balance @ 2 marks

Menu related to diet @ 4 marks

10

Dinner Menu

2 courses @ 2 marks each

Balance @ 2 marks

Menu related to diet @ 4 marks

10

Format @ 2 marks 2

(d) Evaluate the nutritive value of the breakfast menu you have planned. (9 marks)

3 nutritional points @ 3 marks each

8. A wide variety of international and ethnic food is available in supermarkets and catering establishments.

(a) Outline the benefits of having a wide variety of international and ethnic foods available. (9 marks)

3 benefits @ 3 marks each

- *Customers can try out new foods/ dishes*

- *Non nationals can cook foods from their native country*

- *Food/ dishes can be more interesting /less boring and monotonous*

- *Some ethnic foods/ methods of cooking are healthier*

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-
-
-
-
-

(b) Explain how climate, traditions and beliefs influence food choices and eating habits. (15 marks)

Explanation @ 5 marks

- Climate _____
- *Some foods are more easily grown in certain climates*

 - *Foods eaten reflect the climate Warm filling foods are eaten in colder climates*

 - *salads are more frequently eaten in warmer climates*

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Explanation @ 5 marks

- Traditions _____
- *Traditional festivals / celebrations often have foods associated with them e.g. Easter*

 - *Eating habits are passed down through generation, family tradition of local shopping*

 -
 -
 -

Beliefs

Explanation @ 5 marks

Certain religions forbid the eating of certain foods Catholics forbid the eating of

meat on certain days, some people may believe eating animals is wrong, organic,

Ethical/fair-trade, environmentally friendly, buy Irish, etc

(c) Name the country of origin of **each** of the following dishes and describe how **each** dish is usually served (18 marks)

6 countries @ 1 mark Expect 6 serving suggestion @ 2 marks each

	Country	Serving Suggestion
Croissant	<i>France</i>	_____
Lasagne	<i>Italy</i>	_____
Cupcakes	<i>America</i>	_____
Spring Rolls	<i>China</i>	_____
Tandoori chicken	<i>India</i>	_____
Sushi	<i>Japan</i>	_____

(d) Choose **one** of the countries you have named and describe some of the main characteristics of the cuisine of that country. (8 marks)

Name of Country _____

Characteristics _____

2 characteristics @ 4 marks each
