



# Coimisiún na Scrúduithe Stáit State Examinations Commission

*Leaving Certificate Applied 2013*

Total Mark

--

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

Credit

--

**Friday 7 June**

**Afternoon 2.00 – 3.30**

### *Directions to Candidates*

1. Write your EXAMINATION NUMBER in this space:
2. WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
3. 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>	
<b>Centre Stamp</b>	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 <b>Total</b> box on the grid <b>and</b> on the front of the answer book

# Section 1 – Eating Out: The Fast Food Way

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

1. Many cafés have an in-house bakery and offer a wide variety of freshly made muffins and cookies.

(a) List **four** main ingredients of muffins and cookies. (4 marks)

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

(b) Name **three** different types of muffin and **three** different types of cookies available in cafés. (6 marks)

TYPES OF MUFFIN	TYPES OF COOKIE
1.	1.
2.	2.
3.	3.

(c) Outline the guidelines that should be followed when making and baking muffins and cookies.

(16 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

(d) Explain the following terms: (12 marks)

Raising agent \_\_\_\_\_

---

---

Creaming \_\_\_\_\_

---

---

Batch baking \_\_\_\_\_

---

---

(e) Give **two** advantages and **two** disadvantages of making and baking muffins and cookies in-house (on café premises). (12 marks)

Advantages

1. \_\_\_\_\_

---

2. \_\_\_\_\_

---


Disadvantages

1. \_\_\_\_\_

---

2. \_\_\_\_\_

---

2. A recent  **safe food** **Speak Out** campaign was designed to educate consumers about food hygiene outside the home and to encourage them to ‘speak out’ if they are not satisfied with the standard of food hygiene.

(a) Outline the guidelines that should be followed by food handlers when storing, cooking and serving food to ensure good standards of food hygiene. (12 marks)

Storing \_\_\_\_\_

---

---

---

---

---

Cooking \_\_\_\_\_

---

---

---

---

---

Serving \_\_\_\_\_

---

---

---

---

---

(b) Name **one** food poisoning bacteria. (12 marks)

---

Describe the conditions needed for the growth of bacteria.

---

---

---

---

---

---

(c) Name **two** groups of people most at risk from food poisoning and give **two** symptoms of food poisoning. (8 marks)

Groups of people most at risk:

1. \_\_\_\_\_ 2. \_\_\_\_\_

Symptoms of food poisoning:

1. \_\_\_\_\_ 2. \_\_\_\_\_

(d) Describe how a customer’s complaint about a food hygiene issue should be dealt with by staff in a fast food outlet. (12 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

(e) Outline the role of the  **safe food** organisation. (6 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. The following extract is from the website of an Irish Guesthouse.



### Oak Lodge Guest House

Situated in a scenic country-side setting, we offer superior guest house accommodation with traditional Irish hospitality.

Guests can also enjoy a wide range of Irish and continental breakfasts, afternoon tea and a choice from an à la carte or table d'hôte dinner menu in our award winning restaurant

*Proprietors Sean & Mary White*  
*Phone us on +353 00314 7712*  
*email us on [www.oaklodge.ie](http://www.oaklodge.ie)*

Find us on  
**Facebook**



*Special Offer*  
*One night*  
*B&B and*  
*table d'hote*  
*dinner pps*  
*€70*



**B&B**  
★★★



**WiFi**  
Available  
in all rooms

(a) Suggest reasons why guests might choose this guest house.

(18 marks)

---

---

---

---

---

---

---

---

---

---

---

(b) Explain the following terms used on the website: (6 marks)

Table d'hôte dinner menu \_\_\_\_\_

\_\_\_\_\_

pps. \_\_\_\_\_

\_\_\_\_\_

(c) Describe how an Irish breakfast differs from a continental breakfast. (12 marks)

\_\_\_\_\_

\_\_\_\_\_

List **four** food items that could be included in **each** type of breakfast.

**Food items – Irish**

**Food items – Continental**

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

4. \_\_\_\_\_

(d) Plan a menu for an afternoon tea. (14 marks)

*Afternoon Tea*



**4. Some institutional establishments provide subsidised canteens.**

(a) Name **three** institutional establishments that provide subsidised canteens. (9 marks)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

(b) Draw up a profile of a canteen under **each** of the following headings. (20 marks)

Opening hours \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Variety of food on menu \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Benefits of canteens \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Style of service \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Decor furnishings and fittings \_\_\_\_\_

---

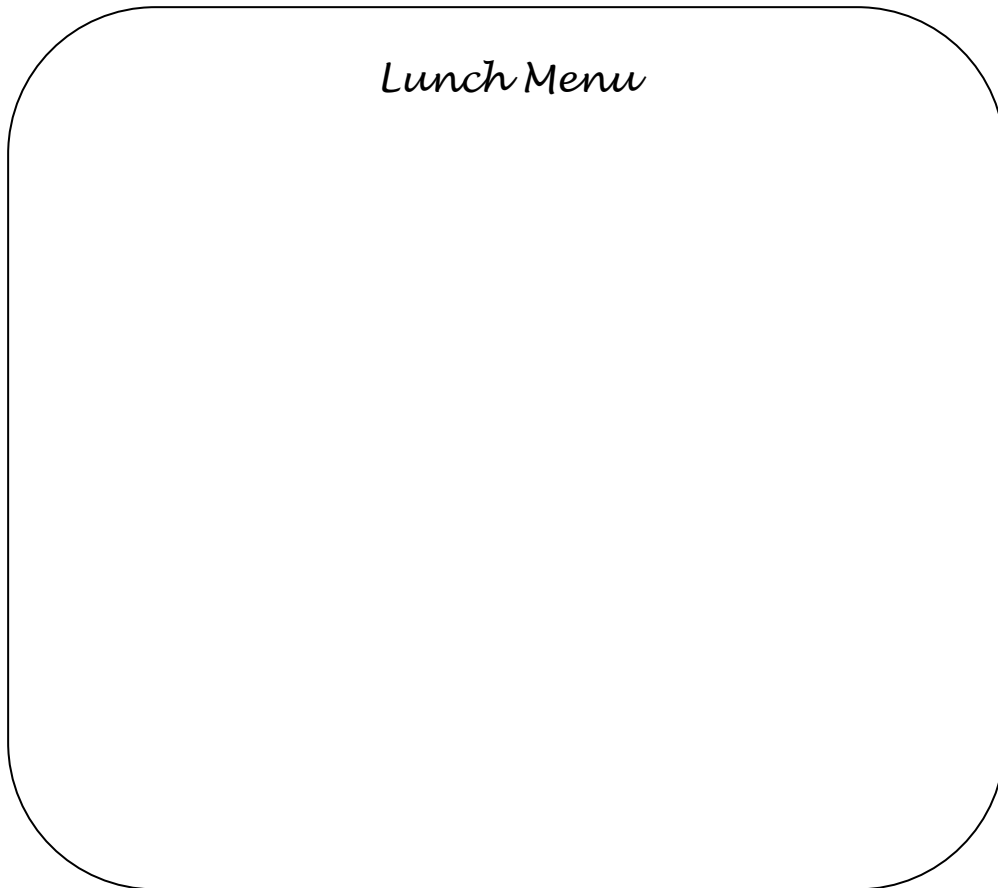
---

---

---

(c) Plan a menu for a **three** course canteen lunch. (12 marks)

*Lunch Menu*



(d) Describe the training opportunities for canteen staff (9 marks)

---

---

---

---

---

---

---

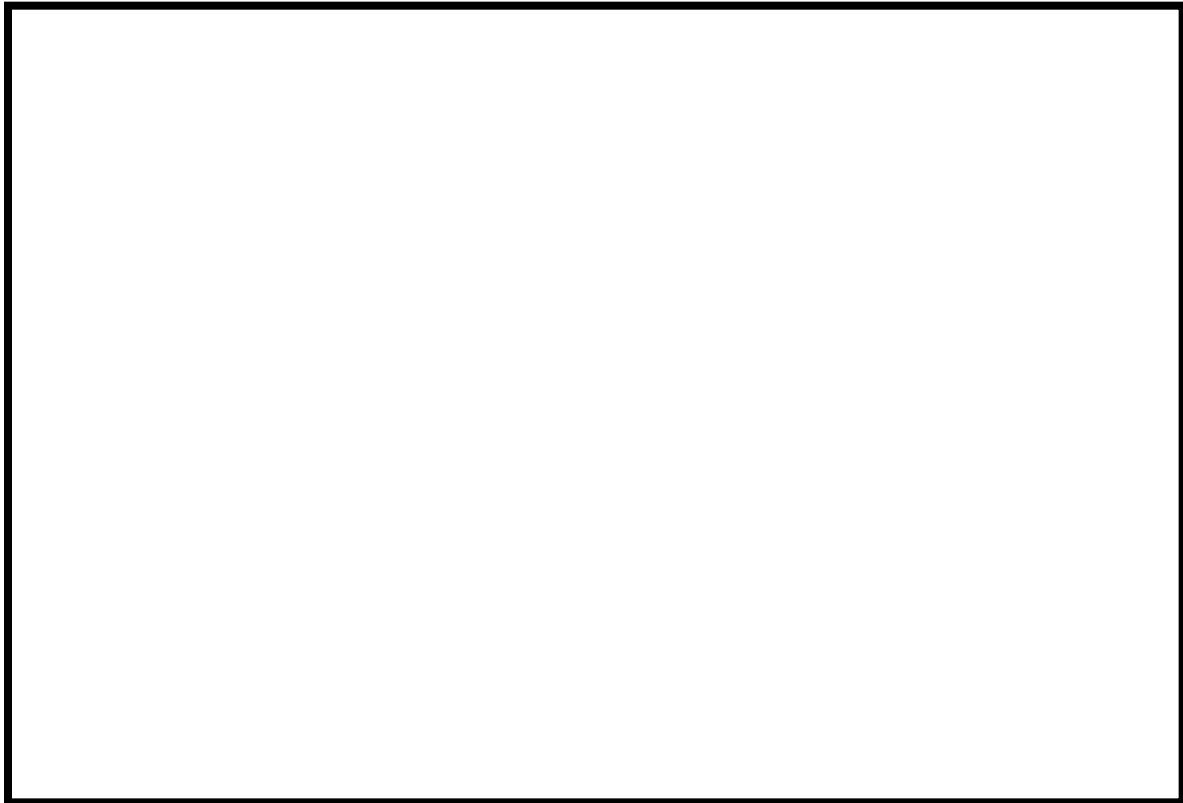
---

## Section 3– Hospitality in Tourism

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

**5.** As part of the *gathering 2013* a community group is organising a *Walking Festival* through local hills and woodlands.

(a) Design a promotional billboard advertisement for the Walking Festival. (8 marks)



(b) Describe the services required in the area to meet the needs of the participants. (15 marks)

---

---

---

---

---

---

---

---

---

---

(c) Outline the instructions, recommendations and advice that should be given to participants so that they enjoy the festival and the local environment to the full. (15 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

(d) Describe the positive and negative impact of tourism on an area. (12 marks)

Positive \_\_\_\_\_

---

---

---

---

Negative \_\_\_\_\_

---

---

---

6. Bus and coach companies use flyers/leaflets to advertise their organised day tours.

<p><b>Easytours Day Tours</b></p> <p><b>HIGHLIGHTS OF COUNTY CLARE TOUR</b></p> <p>Your tour of <b>County Clare</b> begins with a visit to <b>Bunratty Castle</b>. Built in 1425 the castle has been authentically restored.</p> <p>A stop at <b>Cragganowen</b> gives a chance to learn about everyday life in pre-historic and early christian Ireland.</p> <p>The tour stops along the <b>Black Head</b> costal drive and again at the 214 m high and 8 km long majestic <b>Cliffs of Moher</b></p> <p>A stop in <b>Ennis</b> allows an opportunity to explore the town's medieval streets, and to enjoy traditional Irish music and dance in the <b>Glór Music Centre</b>.</p>	<p><b>Fares</b></p> <table> <tr> <td>Adult</td> <td>€30</td> </tr> <tr> <td>O.A.P.</td> <td>€25</td> </tr> <tr> <td>Children (<i>Under 14</i>)</td> <td>€14</td> </tr> <tr> <td>Family <i>Two Adults &amp; two children</i></td> <td>€75</td> </tr> </table> <p><i>Tickets online/ pay on the coach</i></p> <p>Modern a/c coaches</p> <p><b>Departure from Tourist Office Limerick 9.30am. Return 6.30pm.</b></p> <p><i>Prior booking recommended</i></p>	Adult	€30	O.A.P.	€25	Children ( <i>Under 14</i> )	€14	Family <i>Two Adults &amp; two children</i>	€75
Adult	€30								
O.A.P.	€25								
Children ( <i>Under 14</i> )	€14								
Family <i>Two Adults &amp; two children</i>	€75								

(a) Using the information above complete the following. (16 marks)

Departing from \_\_\_\_\_ Time of departure \_\_\_\_\_

Time of return \_\_\_\_\_ Convert this time to the 24 hour clock \_\_\_\_\_

Cost of adult ticket \_\_\_\_\_ Cost of family ticket \_\_\_\_\_

Explain what is meant by the term a/c \_\_\_\_\_

\_\_\_\_\_

Explain why prior booking is recommended \_\_\_\_\_

\_\_\_\_\_

Name **two** stop-off points along this coach route that you consider most appealing. Give a reason for **each** choice.

Name of stop-off point 1. \_\_\_\_\_

Reason for choice \_\_\_\_\_

\_\_\_\_\_

Name of stop-off point 2. \_\_\_\_\_

Reason for choice \_\_\_\_\_

\_\_\_\_\_

(b) Explain why coach tour companies often use flyers/leaflets to advertise. (6 marks)

---

---

---

---

(c) Name **two** other ways of advertising coach tours. (4 marks)

1. \_\_\_\_\_ 2. \_\_\_\_\_

(d) Suggest reasons why organised coach tours are popular. (16 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

(e) Outline some additional services that coach tour operators may provide to enhance the experience for tourists. (8 marks)

---

---

---

---

---

---

## Section 4– Catering for Diversity

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

7. A healthy diet and lifestyle practices can reduce the risk of Coronary heart disease.

- (a) List **three** foods that should be reduced and **three** foods that should be increased in the diet of a person at risk of Coronary heart disease. (12 marks)

Foods to Reduce	Foods to Increase
1.	1.
2.	2.
3.	3.

- (b) Recommend some lifestyle guidelines that should be followed to reduce the risk of Coronary heart disease. (12 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

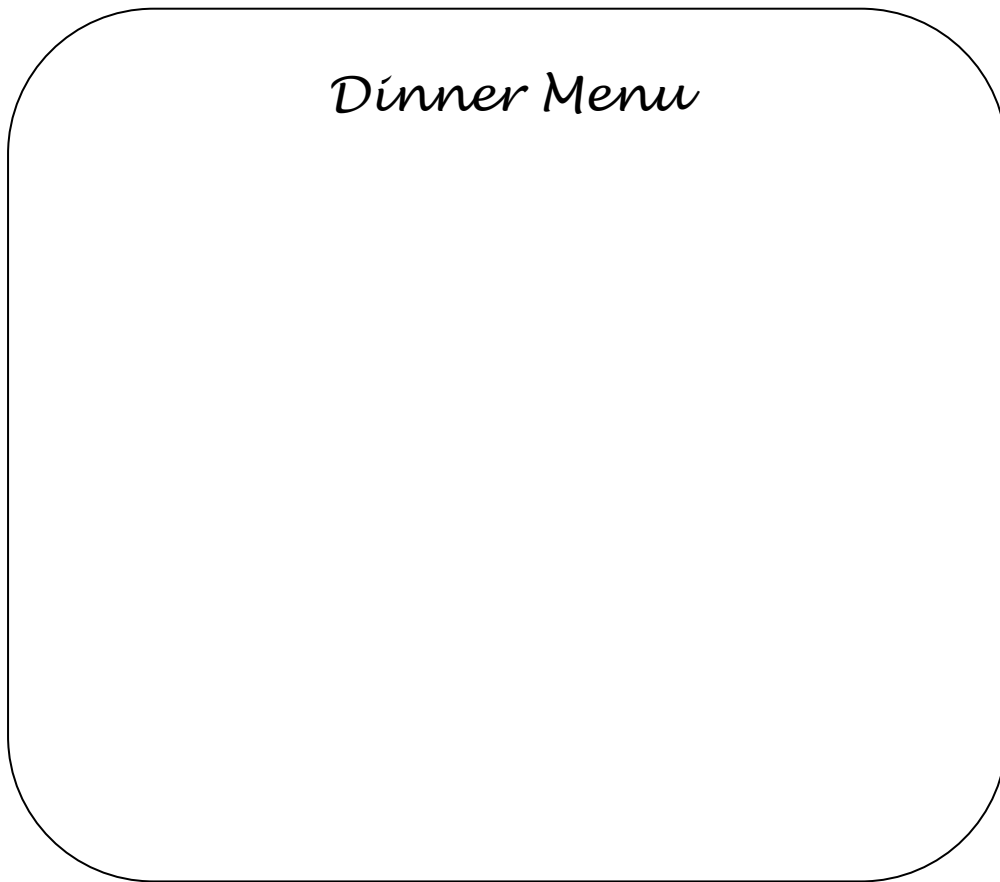
---

---

---

- (c) Plan a **three** course dinner menu suitable for a person at risk of Coronary heart disease. (16 marks)

*Dinner Menu*



- (d) Evaluate the nutritive value of the dinner menu you have planned. (6 marks)

---

---

---

---

---

---

---

---

- (e) Name the substance that builds up in coronary arteries causing coronary heart disease. (4 marks)

---

**8. Your class have been asked to organise an ‘International Food Event, featuring dishes from the following four countries, Ireland, Italy, China and India.**

(a) Name **two** dishes that could be served from **each** of the countries named. (16 marks)

Country	Dish 1.	Dish 2.
Ireland		
Italy		
China		
India		

(b) Outline the factors to be considered when selecting and serving the chosen dishes. (12 marks)

---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



(c) Describe methods of emphasising the international theme. (9 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

(d) List the equipment and utensils needed to present the food at the event. (4 marks)

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

(e) Explain how the food event could be evaluated. (9 marks)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

Blank Page

Blank Page

**For the examiner only**

<b>Question</b>	<b>Mark</b>	<b>Revised Mark</b>
1		
2		
3		
4		
5		
6		
7		
8		
<b><i>Total</i></b>		