



**Coimisiún na Scrúduithe Stáit**  
**State Examinations Commission**

**Leaving Certificate Applied 2013**

**Marking Scheme**

**Vocational Specialism –**  
**Hotel, Catering and Tourism**

**Common Level**

## **Note to teachers and students on the use of published marking schemes**

Marking schemes published by the State Examinations Commission are not intended to be standalone documents. They are an essential resource for examiners who receive training in the correct interpretation and application of the scheme. This training involves, among other things, marking samples of student work and discussing the marks awarded, so as to clarify the correct application of the scheme. The work of examiners is subsequently monitored by Advising Examiners to ensure consistent and accurate application of the marking scheme. This process is overseen by the Chief Examiner, usually assisted by a Chief Advising Examiner. The Chief Examiner is the final authority regarding whether or not the marking scheme has been correctly applied to any piece of candidate work.

Marking schemes are working documents. While a draft marking scheme is prepared in advance of the examination, the scheme is not finalised until examiners have applied it to candidates' work and the feedback from all examiners has been collated and considered in light of the full range of responses of candidates, the overall level of difficulty of the examination and the need to maintain consistency in standards from year to year. This published document contains the finalised scheme, as it was applied to all candidates' work.

In the case of marking schemes that include model solutions or answers, it should be noted that these are not intended to be exhaustive. Variations and alternatives may also be acceptable. Examiners must consider all answers on their merits, and will have consulted with their Advising Examiners when in doubt.

## **Future Marking Schemes**

Assumptions about future marking schemes on the basis of past schemes should be avoided. While the underlying assessment principles remain the same, the details of the marking of a particular type of question may change in the context of the contribution of that question to the overall examination in a given year. The Chief Examiner in any given year has the responsibility to determine how best to ensure the fair and accurate assessment of candidates' work and to ensure consistency in the standard of the assessment from year to year. Accordingly, aspects of the structure, detail and application of the marking scheme for a particular examination are subject to change from one year to the next without notice.

# Section 1 – Eating Out: The Fast Food Way

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

1. Many cafes 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)

**Expect four ingredients @ 1 mark each**

1. \_\_\_\_\_ 2. \_\_\_\_\_  
Flour, butter margarine, sugar, eggs, milk, yogurt, fresh fruit, dried fruit, chocolate, etc.  
3. \_\_\_\_\_ 4. \_\_\_\_\_

Accept any valid answer.

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

**Expect 3 types of muffin and three types of cookie @ 1 mark each**

TYPES OF MUFFIN	TYPES OF COOKIE
1. Blueberry, chocolate,	1. Oatmeal, choc chip,
2. any valid answer, etc.	2. any valid answer, etc.
3.	3.

(c) Outline the guidelines that should be followed when making and baking muffins and cookies. (16 marks)

**Expect four guidelines @ 4 marks each**

Follow hygiene rules, use fresh good quality ingredients, weigh accurately,

Read and understand the recipe, follow instructions / use correct techniques,

Preheat oven, use correct oven temperature, use correct shelf position,

Use correct size tin, line/grease tin, time baking carefully, use oven gloves,

Check if item is baked before removing from oven, cool as directed in tin or wire tray,

Remove carefully from tin, accept any other valid answer, etc.

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

**Expect three explanations @ 4 marks each**

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

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Creaming \_\_\_\_\_

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

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

Advantages

**Expect any two advantages @ 3 marks each**

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

Reduces costs, items are fresher, less waste as items are baked during the day,

May be better quality, greater customer satisfaction, smell of fresh baking is enticing,

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

Accept any valid answer, etc.

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Disadvantages

**Expect any two disadvantages @ 3 marks each**


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

More staff needed, larger premises needed, more baking equipment needed,

More training needed for staff, Accept any valid answer,

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

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2. A recent  **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)

**Expect two guidelines @ 2 marks each**

Storing \_\_\_\_\_

Keep perishables refrigerated, keep raw and cooked food separate, cover food,

\_\_\_\_\_

Protect from flies, Store frozen food at the correct temperature,

\_\_\_\_\_

Food handlers should follow personal hygiene rules, accept any valid answer, etc.

\_\_\_\_\_

\_\_\_\_\_

Cooking \_\_\_\_\_

**Expect two guidelines @ 2 marks each**

\_\_\_\_\_

Cook food thoroughly, check for traces of pink in chicken and pork, Keep above 63°C

\_\_\_\_\_

Food handlers follow personal hygiene rules, defrost fully / only cook from frozen,

\_\_\_\_\_

where directed, accept any valid answer, etc.

\_\_\_\_\_

\_\_\_\_\_

Serving \_\_\_\_\_

**Expect two guidelines @ 2 marks each**

\_\_\_\_\_

Keep raw food and cooked food separate, Use clean serving bowls utensils etc,

\_\_\_\_\_

Ensure food is served at the correct temperature

\_\_\_\_\_

Food handlers should follow food hygiene rules, accept any valid answer, etc.

\_\_\_\_\_

\_\_\_\_\_

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

**Expect name of bacteria @ 3 marks**

\_\_\_\_\_

Describe the conditions needed for the growth of bacteria.

**Expect three conditions @ 3 marks each**

\_\_\_\_\_

Food, warmth, moisture, time, correct oxygen, correct ph.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(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:

**Expect two groups @ 2 marks each** Elderly, children/ infants, pregnant women,

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

Symptoms of food poisoning:

**Expect two symptoms @ 2 marks each** Vomiting, nausea, cramps, diarrhoea, fever,

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)

**Expect four points @ 3 marks each**

Listen to the complaint/get details/ ask questions if necessary, remain polite/apologise

Thank the customer, investigate, fix / correct the problem,

Take steps to ensure the problem does not recur, pass on the information to manager

Compensate the customer, etc

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(e) Outline the role of the  organisation. (6 marks)

**Expect outline @ 6 marks**

Cross border body, involved in promoting healthy, safe food,

Sponsorship of operation transformation, runs advertising campaigns

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# 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.

 <h2>Oak Lodge Guest House</h2> <p>Situated in a scenic country-side setting, we offer superior guest house accommodation with traditional Irish hospitality.</p> <p>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</p> <p><i>Proprietors Sean &amp; Mary White</i> <i>Phone us on +353 00314 7712</i> <i>email us on <a href="http://www.oaklodge.ie">www.oaklodge.ie</a></i></p>  Find us on Facebook 	<h3>Special Offer</h3> <p>One night B&amp;B and table d’hôte dinner pps €70</p>  
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(a) Suggest reasons why guests might choose this guest house. (18 marks)  
**Expect six reasons @ 3 marks each**

- Country-side setting, superior accommodation, Irish hospitality,
  - Award winning restaurant, choice of breakfast, choice of afternoon tea/ dinner menus
  - “Liked” on face book, Wi-Fi available in all rooms,
  - Special offer available, 3\*\*\*B&B, accept any valid answer, etc.
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(b) Explain the following terms used on the website: (6 marks)

**Expect two explanations @ 3 marks each**

Table d'hôte dinner menu \_\_\_\_\_

Set menu -limited choice, set price.

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

Per person sharing

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

**Expect description @ 4 marks**

\_\_\_\_\_  
\_\_\_\_\_

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

**Expect four items- Irish Breakfast and four item continental breakfast @ 1 mark each**

**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*

**Expect two savoury food items**

**@ 2 marks each**

**Expect two sweet food items**

**@ 2 marks each**

**Expect two beverages**

**@ 2 marks each**

**Format**

**@ 2 marks**





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

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

**Expect three institutions @ 3 marks each**

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

Schools, hospitals, factories, offices, accept any valid answer, etc.

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

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

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

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

**Expect two points @ 2 marks each**

Opening hours suit the working hours of staff, School canteens open just at lunch time,

Canteen opening hours suit shift workers, Hospital canteen are open at visiting times

Accept any valid answer, etc.

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

**Expect two points @ 2 marks each**

Main meals, light meals/ snacks, breakfasts, limited variety of food,

Canteens sometimes have rotating menu,

Accept any valid answer, etc.

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

**Expect two points @ 2 marks each**

Food is cheaper/ subsidised, faster for employees/ staff than leaving the building,

Allows people to socialise with friends colleagues, less time lost for employers,

Accept any valid answer, etc.

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

**Expect one point @ 4 marks**

Self-service, counter service, waitress/ waiter service rarely available

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

**Expect two points @ 2 marks each**

Simple/plain/neutral/unfussy decor, furniture functional rather than stylish/ formal,

Less attention to detail in comparison to restaurant /hotel, accept any valid answer, etc.

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

(12 marks)

*Lunch Menu*

<b>Starter</b>	<b>@ 2 marks</b>
<b>Main course</b>	<b>@ 4 marks</b>
<b>Dessert</b>	<b>@ 2 marks</b>
<b>Balance</b>	<b>@ 2 marks</b>
<b>Format</b>	<b>@ 2 marks</b>

(d) Describe the training opportunities for canteen staff

(9 marks)

**Expect three points @ 3 marks each**

Staff can learn skills on the job, staff can be released for college tuition,

Less variety of training provided in canteens than in some other catering institutions

## 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)

**Expect four pieces of information @ 1 mark each**

Heading location, date, time, start point, finish point, description of walks available,  
Details of how to participate/enrol, contact details/email address, website address  
Accept any valid piece of information, etc.

**Format @ 2 marks**

**Promotional quality @ 2 marks**

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

**Expect three services @ 5 marks each**

Variety of accommodation, public transport services, car parking in the area,

Signs en route, water stations en route, food/ restaurants/ cafes, maps, shops,

Emergency services/ first aid on standby, guides/stewards, souvenir/gift shops,

Accept any valid answer, etc.



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

<p style="text-align: center;"><b>Easytours Day Tours</b></p> <p style="text-align: center;"><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>	<table border="1" style="margin: auto;"> <tr> <th colspan="2" style="text-align: center;"><b>Fares</b></th> </tr> <tr> <td>Adult</td> <td style="text-align: right;">€30</td> </tr> <tr> <td>O.A.P.</td> <td style="text-align: right;">€25</td> </tr> <tr> <td>Children (<i>Under 14</i>)</td> <td style="text-align: right;">€14</td> </tr> <tr> <td>Family <i>Two Adults &amp; two children</i></td> <td style="text-align: right;">€75</td> </tr> <tr> <td colspan="2" style="text-align: center;"><i>Tickets online/ pay on the coach</i></td> </tr> </table> <p style="text-align: center;">Modern a/c coaches</p> <p style="text-align: center;"><b>Departure from Tourist Office Limerick 9.30am. Return 6.30pm.</b></p> <p style="text-align: center;"><i>Prior booking recommended</i></p>	<b>Fares</b>		Adult	€30	O.A.P.	€25	Children ( <i>Under 14</i> )	€14	Family <i>Two Adults &amp; two children</i>	€75	<i>Tickets online/ pay on the coach</i>	
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(a) Using the information above complete the following. (16 marks)

**Expect six pieces of information @ 1 mark each**  
 Departing from \_\_\_\_\_ Time of departure \_\_\_\_\_

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

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

**Expect two explanations @ 2 marks each**  
 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.

**Expect name of stop off point @ 1 mark and one reason @ 2 marks**  
 Name of stop-off point 1. \_\_\_\_\_

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

**Expect name of stop off point @ 1 mark and one reason @ 2 marks**  
 Name of stop-off point 2. \_\_\_\_\_

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

- (b) Explain why coach tour companies often use flyers/leaflets to advertise. (6 marks)  
**Expect three reasons @ 2 marks each**

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Cheap to produce, colourful/ attract interest, easy to distribute,

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Can be in easily produced in different languages, can provide a lot of information,

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Accept any valid answer, etc.

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- (c) Name **two** other ways of advertising coach tours. (4 marks)  
**Expect two ways @ 2 marks each** Internet, TV ads, radio ads, newspaper ads, billboards, etc,  
1. \_\_\_\_\_ 2. \_\_\_\_\_

- (d) Suggest reasons why organised coach tours are popular. (16 marks)  
**Expect four reasons @ 4 marks each**

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Useful for people who do not have their own transport,

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Useful for people who don't know the area,

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A guide is available to inform/answer questions,

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Local knowledge useful for best sites / routes / cafes etc,

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Allows more sites to be visited in a shorter time,

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Less stressful / more relaxing as someone else organises the day,

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Accept any valid answer, etc.

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- (e) Outline some additional services that coach tour operators may provide to enhance the experience for tourists. (8 marks)  
**Expect two services @ 4 marks each**

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On board toilet facilities, interpreters, on board DVD monitors,

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Advance group booking so less queuing time at sites,

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Negotiated reduced admission charges, accept any valid answer

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

*Dinner Menu*

**Expect 1<sup>st</sup> course @ 2 marks**  
**Expect main course @ 4 marks**  
**Expect 3<sup>rd</sup> course @ 2 marks**  
**Balance @ 2 marks**  
**Format @ 2 marks**  
**Menu related to diet @4 marks**

- (d) Evaluate the nutritive value of the dinner menu you have planned. (6 marks)  
**Expect two points @ 3 marks each**

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

**Expect cholesterol @ 4 marks**

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- (c) Describe methods of emphasising the international theme. (9 marks)  
**Expect three methods @ 3 marks each**

Flags, banners, music, posters, those serving wear national costume,

Power point presentation, accept any valid answer, etc.

- (d) List the equipment and utensils needed to present the food at the event. (4 marks)  
**Expect 4 pieces of equipment / utensils @ 1 mark each**

Tasting containers, cutlery, serving dishes, hot plate, Bain Marie, soup kettle,

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

Fridge, freezer, wooden spoon, serving fork, serving spoon, serviettes, etc.

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

- (e) Explain how the food event could be evaluated. (9 marks)  
**Expect three points @ 3 marks each**

Features of the event/ food/service etc.

Feedback from participants, questionnaires, class self-evaluation, teacher's feedback,

Positive aspects of the event / strengths/things done well

Negative aspects/ difficulties/ errors,

Changes for the future/ modifications,

Accept any valid answer,

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