



Coimisiún na Scrúduithe Stáit
State Examinations Commission

Leaving Certificate Applied 2015

Marking Scheme

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 stand alone 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.



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2015

Total Mark

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

Credit

Friday 5 June

Afternoon 2.00 – 3.30

Marking Scheme

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>	
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 box on the grid and 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. Mobile fast food outlets at festivals, concerts and sports events, offer a wider range of food than ever before.

- (a) Name **six different** types of food offered for sale in mobile fast food outlets.
Suggest an approximate cost for **each** food item. (18 marks)

Expect six foods @ 2 marks each and six approximate costs @1 mark each

	Food item	Cost
1.	Chips, burgers, sausages, battered fish,	
2.	Soup, hot dogs, crepes, bagels,	
3.	Panini/filled rolls/baps/sandwiches, s	
4.	Sausage rolls, muffins scones,	
5.	Ice cream etc	
6.		

- (b) Give **two** advantages and **two** disadvantages of choosing food from mobile fast food outlets. (12 marks)

Advantages

Expect two advantages @ 3 marks each

1. _____

Easier- no need to worry about bringing food, take away suits a lot of different tastes,

Wide variety available, etc

2. _____

Often cheap, part of the experience at concerts and festivals,

Can be easy to have own preferences catered to, etc

Disadvantages

Expect two disadvantages @ 3 marks each

1. _____

May be poor quality food,

Food may be high in fat/ sugar/ salt,

2. _____

Food may deteriorate during storage i.e. hot food may dry out,

Food may be over priced, there may be a risk of food poisoning, etc

- (c) Outline the guidelines that should be followed by mobile fast food operators in order to ensure good standards of food hygiene when storing, cooking and serving food.

Expect two guidelines @ 2 marks each

(12 marks)

Storing

Keep raw and cooked food separate, cover food, keep food away from flies,

Food handlers should follow personal hygiene rules, Keep hot food above 63°C

Keep salads and cold food chilled,

Food should be transported to the venue in refrigerated trucks, etc

Expect two guidelines @ 2 marks each

Cooking

Cook food thoroughly, check for traces of pink in chicken/pork/ juices should run clear

Food handlers should follow personal hygiene rules,

Stews/ soups should be piping hot, etc

Expect two guidelines @ 2 marks each

Serving

Keep raw food away from cooked food, Ensure food is at the correct temperature

Keep food covered, food handlers should follow food hygiene rules,

Use clean serving utensils and tools, etc

- (d) Describe how mobile fast food operators could help to protect the environment.

Expect 2 points @ 4 marks each

(8 marks)

Use packaging made from recycled materials, use non ozone damaging polystyrene,

Provide litter bins nearby/ ensure correct disposal reminders are printed on packaging,

Recycle packaging materials, recycle food waste,

Recycle/dispose of food/oil responsibly,

Use energy efficient vans,, etc

2. Microwave cookers are widely used in the production of fast food.

- (a) Outline the various uses of microwave cookers in the production of fast food.
Expect three uses @ 2 marks each (6 marks)

Cooking, reheating, defrosting, melting, combination baking and microwave, etc

- (b) Name **two** foods that are unsuitable for microwave cooking. (6 marks)
Expect two foods @ 3 marks each

1. Large joints of meat, sausages, etc 2. Whole eggs/tomatoes, pastry, etc

State why the foods you have named are unsuitable for cooking by this method.

Expect two reasons @ 4 marks each (8 marks)

Tomatoes/eggs in their shell explode; meats/ cakes don't brown,

High fat foods over heat and can be dangerous, pastry becomes soggy,

Large joints of meats do not cook properly, etc

- (c) Give the instructions that should be followed when using and cleaning a microwave cooker. (18 marks)

Using _____
Expect three guidelines @ 3 marks each

Only use microwave safe cookware, cover foods, allow standing time, stir food often,

Defrost fully before cooking, reheat fully, pierce potatoes, arrange food in a circle, etc

Cleaning _____
Expect three guidelines @ 3 marks each

Unplug switch off, remove turntable (and ring), wash in hot soapy water, rinse, dry,

Wash inside with hot soapy water, rinse, dry, wash around door seal,

Replace turntable (and ring).

- (d) Explain what is meant by the following (12 marks)
Expect three explanations @ 4 marks each

Microwave turntable _____

Rotating glass plate in the microwave, allows food to cook evenly

Automatic defrost _____

Programme on some microwaves which allows food to be defrosted more accurately.

Standing time _____

A stage in the cooking process when foods must be left (outside the microwave) to

complete the cooking process

Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. A hotel is offering a special family celebration lunch menu.

CELEBRATING A SPECIAL FAMILY OCCASION?



The Lake Hotel

Special Family 3 Course Lunch Menu

Complimentary iced/decorated cake included

Special dietary requirements catered for

Adults €15/Children €7



Reservation Phone: (009) 461231
email: events@lakehotel.ie

No service charge if bookings are made online

(a) Plan a **three course** lunch menu suitable for a family celebration. (14 marks)

Lunch Menu

Starter @ 3 marks
Main course @ 4 marks
Dessert @ 3 marks
Balance @ 2 marks
Format @ 2 marks

(b) Give details of the information a customer would discuss with staff in the hotel when making a reservation for this lunch. (15 marks)
Expect one piece of information @ 3 marks and six @ 2 marks each

Date, time, number of guests, name of person, any special dietary needs,

Contact number, message on the cake, any access requirements, etc,

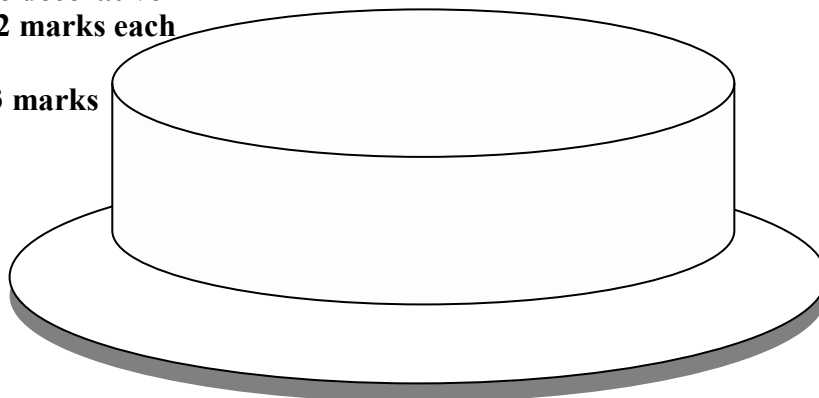
- (c) Name a family celebration for which this offer would be suitable and sketch an appropriately decorated cake. (11 marks)

Expect name of occasion @ 2 marks

Name of occasion _____

Expect three decorative features @ 2 marks each

Format @ 3 marks



- (d) Explain what is meant by **each** of the following: (10 marks)

Service charge _____

Expect explanation @ 5 marks

Additional charge on food bill /maybe calculated as 10% /sometimes applied to larger groups _____

Special dietary requirements _____

Expect explanation @ 5 marks

Guests may have a particular dietary need or request i.e. allergies/ vegetarian/ coeliac, etc _____

4. Buffet style service is commonly used in hotels for breakfasts, large gatherings and parties.

(a) Outline what is meant by the term buffet style service (4 marks)

Expect explanation @ 4 marks

Hot and cold dishes/foods, plates & cutlery are laid on a table, people help themselves.

(b) List the guidelines that should be followed when selecting dishes to be served buffet style. (10 marks)

Expect 5 guidelines @ 2 marks each

Dishes should be easy to portion and serve; dishes should be easy to eat,

Dishes should not deteriorate if prepared in advance,

Dishes should appeal to a wide number of people/ suit many tastes,

Dishes should be served with appropriate accompaniments;

Dishes should be garnished /attractive,

Consider the age of the guests- children –older people etc,

Consider special dietary needs dishes may need to be nut free, vegetarian etc,

Ensure dishes chosen are within budget,

There should be sufficient choice and quantities, etc

(c) Give **four** advantages and **four** disadvantages of buffet style service for hotels and for guests. (16 marks)

Advantages

Expect four advantages @ 2 marks each

1. Less staff needed, no need to print many copies of menu,

2. Good value for guests as they can eat as much as they want

3. Guests can see all of the food and select exactly what they want

4. Easier for hotel much of the food can prepared in advance, etc,

Disadvantages

Expect four disadvantages @ 2 marks each

1. _____

More difficult for elderly those with disabilities or young children,

Suitable only for less formal occasions

2. _____

Food may be wasted, May be difficult to keep food at a safe temperature,

3 _____

Difficult to ensure high standards are applied for all guests,

4. _____

Choice on buffet menus may be limited, difficult for those with special dietary needs,

(d) Sketch and describe the layout for a buffet style meal in a hotel. (10 marks)

Expect four layout features

@ 1 mark each

(Food items, cutlery, equipment, etc)

Format

@ 3 marks

Description _____

Expect one point @ 3 marks

(e) Describe **two** ways in which food served on a buffet is kept at the correct temperature. (10 marks)

Expect two descriptions @ 5 marks each

1. _____

Bain Marie, Heated cabinet, Chaffing dishes with night lights, Soup kettle,

2. _____

Open chill cabinet, glass door refrigerated unit, etc

Section 3– Hospitality in Tourism

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

5. Ireland attracts a large number of international tourists each year.

- (a) Name **three** airports and **three** ferry ports in Ireland. (12 marks)
Expect three airports and three ferry ports in Ireland @ 2 marks each

Airport	Ferry port
1.Dublin, Cork, Kerry, Shannon,	1.Rosslare, Dublin, Cork,
2. Belfast, Ireland West (Knock),	2.Belfast, Larne, etc
3. Galway, Donegal, Waterford, Sligo,	3. Accept any other local ferry port

- (b) Name, give the location and describe any **three** Irish tourist attractions popular with international tourists. (18 marks)

Tourist Attraction 1 _____

Expect name @ 1 mark

Location _____

Expect location @ 2 marks

Description _____

Expect description @ 3 marks

Tourist Attraction 2 _____

Expect name @ 1mark

Location _____

Expect location @ 2 marks

Description _____

Expect description @ 3 marks

Tourist Attraction 3 _____

Expect name @ 1 mark

Location _____

Expect location @ 2 marks

Description _____

Expect description @ 3marks

- (c) Recommend **four** foreign countries in which to promote Ireland as a tourist destination.
Give a **different** reason why Ireland would be popular in **each** of the countries.

(20 marks)

Name of country 1 _____

Expect name of country @ 2 marks and reason @ 3 marks

Reason _____

Name of country 2 _____

Expect name of country @ 2 marks and reason @ 3 marks

Reason _____

Name of country 3 _____

Expect name of country @ 2 marks and reason @ 3 marks

Reason _____

Name of country 4 _____

Expect name of country @ 2 marks and reason @ 3 marks

6. The following is an advertisement from a recruitment website.

Receptionist required for exclusive ***4* Country Hotel***.
Previous experience and a good knowledge of IT are essential.

The successful candidate will be highly motivated and efficient, be courteous / polite to guests, and be a team player.

A fluent knowledge of one European language is desirable.
Full job description available on our website

This hotel is an equal opportunities employer.

Click here to download an application form

- (a) Describe the tasks a hotel receptionist would be required to carry out. (18 marks)
Expect six task descriptions @ 3 marks each

Greeting guests, answering phone, taking bookings, answering queries,

Resolving issues for guests, taking dinner bookings for restaurant,

Booking taxis, typing menu for dining room, handling complaints,

Giving directions, recommending tourist sites/ restaurants,

Facilitating checkout, collating/calculating bills/ presenting bills, etc

- (b) Describe how a person who is interested in applying for this job might prepare for the interview. (6 marks)
Expect 2 points @ 3 marks each

Download and study the job description from the web site, Prepare answers to

expected questions, have a practice interview, Plan what to wear,

Plan travel/ journey to interview, Prepare references, etc

(c) Outline why **each** of the following is required

(18 marks)

Previous experience _____

Expect one outlined point @ 3 marks

Good knowledge of IT _____

Expect one outlined point @ 3 marks

Highly motivated _____

Expect one outlined point @ 3 marks

Team player _____

Expect one outlined point @ 3 marks

Efficient _____

Expect one outlined point @ 3 marks

Courteous / polite _____

Expect one outlined point @ 3 marks

(d) Explain the following terms used in the advertisement

(8 marks)

Expect two explanations @ 4 marks each

4* _____

Four Star- rating -standard mark for hotels.

Equal opportunities employer _____

Prospective employees are all treated the same and are not discriminated against.

Section 4– Catering for Diversity

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

7. Fibre forms an essential part of a healthy diet.

- (a) Explain how fibre in the diet helps to promote good health. (9 marks)
Expect three explanations @ 3 marks

Reduces constipation, reduces risk bowel disorders/ colon cancer,

Some fibre reduces cholesterol and the risk of CHD and stroke,

High fibre foods are low G.I/ release energy slowly- reduce energy slump,

Fibre fills you up reducing unhealthy snacking/ helps to maintain a healthy weight, etc

- (b) Plan a **two course** breakfast and a **two course** dinner menu suitable for a person who wishes to increase the fibre content of their diet. (26 marks)

Breakfast Menu

Expect 1st /3rd course @ 3 marks

Expect main course @ 4 marks

Balance @ 2 marks

Menu related to diet @ 3 marks

Dinner Menu

Expect 1st / 3rd course @ 3 marks

Expect main course @ 4 marks

Balance @ 2 marks

Menu related to diet @ 3 marks

Format @ 2 marks

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

- (d) Describe **three** ways of introducing high fibre snack foods into the diet of children. (9 marks)
Expect three descriptions @ 3 marks each

1. _____
Small boxes of raisins, Sliced apple banana or other fruits, Wholemeal crackers/toast

2. _____
Seeds /nuts in yogurt, carrot/ cucumber / celery sticks, halved cherry tomatoes, etc

3. _____

8. Italian cuisine is one of the most popular international styles of cuisine in Ireland. This is a section of an Italian restaurant menu.

Ristorante Roma



To Start

TOMATO BRUSCHETTA

Bread, tomatoes, olive oil, chives & garlic

MINISTRONE SOUP

Vegetables, bacon & pasta

TOMATO & MOZZARELLA SALAD

Tomato, mozzarella & basil pesto



Main Courses

SPAGHETTI BOLOGNAISE

Beef, tomato, oregano & garlic

TAGLIATELLE CARBONARA

Bacon, cream, egg & parmesan

LASAGNE AL FORNO

Beef, tomato, garlic, marjoram, with cheese sauce

PENNE ARRABIATA

Bacon, tomato, garlic & chilli

HOUSE SPECIAL PASTA

Choose from our filled pasta range with butternut squash & sage butter

All our pasta is made daily and cooked carefully al dente

Desserts

TIRAMISU

Coffee sponge with creamy mascarpone

ITALIAN GELATO

Wide selection of flavours available

- (a) Name and describe **three** types of pasta included on this menu. (12 marks)
Expect three types of pasta @ 1 mark each and three descriptions @ 3 marks each

	Pasta	Description
1.		
2.		
3.		

- (b) Name **four** herbs from the menu. (8 marks)
Expect names of four herbs @ 2 marks each

1. _____ 2. _____
 Chives, oregano, basil, marjoram, sage.
 3. _____ 4. _____

(c) Describe **each** of the following. (16 marks)

Expect four explanations @ 4 marks each

Bruschetta

Starter dish made from toasted ciabatta bread- olive oil –garlic-tomatoes

Mozarella

Italian soft cheese-sometimes made from buffalo milk- often used on pizzas,

Al dente

Cooked with *a bite*- some texture left in the food after cooking.

Gelato

Italian ice cream generally good quality – creamy – well flavoured,

(d) Outline the reasons why Italian foods and ingredients are becoming more popular in Ireland. (14 marks)

Expect three reasons @ 4 marks each and one reason @ 2 marks

Italian foods have flavouring ingredients that people like,

People who have travelled to Italy may wish to try food they have eaten there,

Italian ingredients are easily available -pasta- tomatoes- garlic,

More good quality Italian restaurants,

More inspiration / cookery programmes on television/ internet/ blogs, etc

Italian food is generally easy to cook,

Great variety of ready-meals/ ready-made sauces/filled pastas available for low skills

cooks, etc

Blank Page

Blank Page

For the examiner only

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

