



**Coimisiún na Scrúduithe Stáit  
State Examinations Commission**

*Leaving Certificate Applied 2004*

Total Mark

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

Credit

Marking Scheme and Sample  
Answers 2004

**Friday, 11 June**

**Afternoon 2.00 to 3.30**

***General Directions***

1. Write your EXAMINATION NUMBER in this space:
2. WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
3. Candidates must attempt **FOUR** questions.  
One 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>	
<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="font-size: 1.2em; font-weight: bold;">Centre Stamp</p> </div> <div style="border: 1px solid black; width: 80%; margin: 0 auto; height: 40px; border-radius: 50%;"></div>	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 awarded if Irish Bonus. (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 flap grid <b>and</b> on the front of the answerbook.	

# Section 1 – Eating Out: The Fast Food Way

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

1. (a) List a range of food items which you would include in a menu for a Coffee Shop/Sandwich Bar. (12 marks)

**Expect 6 food items @ 2 marks each.**

## COFFEE SHOP/SANDWICH BAR MENU

Food Items	
Sandwiches,	Filled Baps,
Tortilla Wraps,	Open sandwiches,
Filled Rolls,	Apple Tart,
Scones,	Cream Cakes,
Pastries,	Crumbles

**Credit same type of food once only eg. Ham Sandwich, Cheese Sandwich etc.**

- (b) List **four** types of breads which are suitable for use with a filling. Suggest a different filling for each type of bread. (20 marks)

**Expect 4 bread types @ 3 marks each and 4 different fillings @ 2 marks each.**

TYPE OF BREAD	SUGGESTED FILLING
1. Bread Roll	1. Egg Salad
2. Tortilla Wrap	2. Spicy Chicken
3. White Sliced loaf	3. Ham and cheese
4. Brown Soda Bread	4. Smoked Salmon & Cream Cheese

**Repetitive/unclear answers re. type of bread, allow 1/3 or 2/3 depending on quality.**

**Allow 2/2 for each correct filling, even if bread type incorrect or not given.**

(c) Suggest **two** accompaniments which could be served with a sandwich in order to create a substantial lunch. (6 marks)

**Expect 2 accompaniments @ 3 marks each.**

1. Vegetable Soup, Wedges, chips

\_\_\_\_\_

2. Mixed salad, Milk-Shake,

\_\_\_\_\_

**Accept 'crisps', 'salad,' 'soup' for 3/3**

(d) List **four** different types of coffee which are available in Coffee Shops. (8 marks)

**Expect 4 types of coffee @ 2 marks each.**

1. Instant

2. Espresso

3. Cappuccino

4. Latte, Decaffeinated

**Allow 0/2 for brand names.**

(e) Name the item of electrical equipment shown below. (4 marks)

Name Coffee Percolator/Coffee Maker



2. (a) Explain why it is necessary for a catering establishment to have a Safety Statement. (10 marks)

**Expect 2 well developed points/reasons @ 5 marks each**

It is necessary in order to *identify* potential hazards in the workplace so that employees will be more *aware*. Thus *preventing* accidents

It is also important that the statement outlines the action to be taken should an accident occur so that the situation can be dealt with effectively.

- (b) 1. Name **two** items of fire fighting equipment which should be readily available in every cooking area. (6 marks)

**Expect 2 items @ 3 marks each.**

FireExtinguisher

Fire Blanket

2. Give directions on how **one** of the items named above should be used in the event of a frying pan catching fire. (8 marks)

**Expect 2 points @ 4 marks each.**

Name	Fire Blanket	Fire Extinguisher
Directions for use	Place fire blanket over flames	Use carbon dioxide based extinguisher
	Hold blanket high to protect face	Do not use water
	Blanket will smother flames	Spray contents of extinguisher base of flames
		Continue until fire is extinguished

(c) Describe the features of a chef's uniform which provide protection from burns. (12 marks)

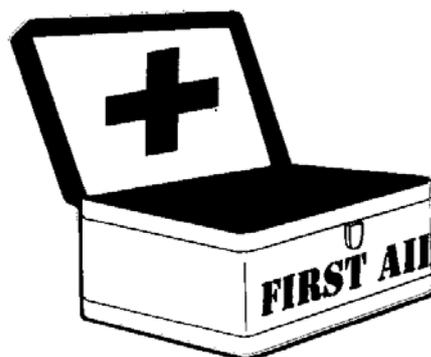
**Expect 3 features @ 4 marks each**

Apron – provides extra layer of  
protection, helps prevent hot liquids soaking  
through to skin.  
Fully enclosed shoes, to protect feet if  
hot foods/liquids dropped  
Long sleeves on Chefs jacket to protect arms.

(d) List six essential items you would include in a first aid kit for a catering kitchen. (6 marks)

**Expect 6 items @ 1 mark each**

1. Bandages
2. Sterile gauze
3. Antiseptic wipes
4. Adhesive dressings
5. Scissors
6. Tweezers



(e) Describe how you would treat a minor burn to the hand. (8 marks)

**Expect 2 points @ 4 marks each**

Stop the burning by pouring cold water  
on the burn for ten minutes.  
Gently remove rings, watch etc., before the area swells.  
Reduce the risk of infection by covering  
with clear dressing.

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

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

3. A group of French guests are visiting your school and your class has been asked to plan, prepare, cook and serve breakfast for the group.

(a) Set out the guidelines which should be followed when planning the menu for the guests. (12 marks)

**Expect 3 guidelines @ 4 marks each.**

Eg. Consider number of people attending.

Provide variety of breakfast dishes

Ensure all tastes and any special dietary

needs are catered for.

Consider how much time will be available

for preparing the breakfast – could some

preparation be done the day before?

(b) Plan and set out the menus for a Traditional Irish Breakfast and a Continental Breakfast. (16 marks)

### *Traditional Irish Breakfast Menu*

#### *Menu*

Juice/Cereal  
Bacon, Egg, Sausage  
Brown Bread/Toast  
Tea Coffee.

**Expect 2 courses – 1<sup>st</sup> course 2 marks**  
**main course 4 marks**  
**beverage 1 mark**  
**Correct Sequence/Layout 1 mark**

---

**Total 8 marks**

## Continental Breakfast Menu

### Menu

Juice/Cereal  
Fresh Bread/Croissants.  
Coffee, Tea, Hot Chocolate.

<b>Expect 2 courses –</b>	<b>1<sup>st</sup> course</b>	<b>2 marks</b>
	<b>main course</b>	<b>4 marks</b>
	<b>beverage</b>	<b>1 mark</b>
<b>Correct Sequence/Layout</b>		<b>1 mark</b>
		<hr/> <b>Total 8 marks</b>

- (c) Suggest ways of reducing the fat content of the traditional Irish breakfast. (8 marks)  
**Expect 2 points @ 4 marks each.**

Grill, poach rather than frying.

Trim excess fat off bacon etc.

Use low fat alternatives

- (e) List **four** cooking methods suitable for eggs. (8 marks)  
**Expect 4 methods @ 2 marks each.**

1. Fry

2. Poach

3. Scramble

4. Boil

- (e) Differentiate between an *à la carte* menu and a *table d'hôte* menu. (6 marks)  
**Expect 2 points @ 3 marks each.**

*à la carte*: Each item on menu is priced separately; generally  
a wider selection of choices for each course.

*table d'hôte*: A set menu/Menu of the day. The entire  
meal comes at a set price. Limited choice for each course.

4. Convenience soups are commonly used in catering. The following is the label from a packet of dried mixed vegetable soup.

<b>COOKING INSTRUCTIONS</b>	<b>FARM FRESH Mixed Vegetable Soup</b>	<b>NUTRITIONAL INFORMATION</b>	
<p>1. Empty contents of the sachet into a saucepan. Gradually add 850ml (1½pts) of cold water. Bring to the boil stirring constantly.</p> <p>2. Reduce heat, partially cover and simmer for 5 minutes, stirring occasionally.</p>	<b>INGREDIENTS</b>	<b>Typical Values</b>	<b>per 100ml as prepared</b>
		<p>Wheat flour, Dehydrated Vegetables (18%) in variable proportions (Potato, Celery, Carrot, Onion, Green Beans, Peas, Tomato), Modified Starch, Salt, Lactose, Maltodextrin, Flavour Enhancers (Monosodium Glutamate, Disodium Guanylate), Hydrogenated Vegetable Oils, Whey, Vegetable Oil, Yeast Extract, Flavourings, Vitamins (C, Niacin, E, B6, Thiamin, A, Folic Acid, D, B12), Spices, Soy Sauce Powder.</p>	<p>Energy 107kJ/26kcal</p> <p>Protein 0.7g</p> <p>Carbohydrate 4.8g</p> <p>of which sugars 0.7g</p> <p>Fat 0.5g</p> <p>of which saturates 0.1g</p> <p>Fibre 0.2g</p> <p>Sodium 0.4g</p> <p>Vitamin C 9mg</p> <p>Vitamin E 1.5mg</p> <p>Thiamin 0.21mg</p> <p>Vitamin A 120µg</p>

- (a) Complete the following table comparing a homemade mixed vegetable soup with the dried mixed vegetable soup shown above. (24 marks)

**Expect all 8 sections to be completed @ 3 marks each.**

	<b>Homemade Mixed Vegetable Soup</b>	<b>Dried Mixed Vegetable Soup</b>
<b>List of ingredients</b>	Fresh vegetables, carrots, Parsnips, onion, Turnip, celery, broccoli, Stock, Salt and Pepper. Flour.	Packet soup, water or any 3 ingredients as listed above
<b>Preparation Time</b>	Approx. 20 minutes, washing veg., peeling, chopping etc.	2 minutes, measure water, blend with powder.
<b>Cooking Time</b>	Approx. 40 minutes.	Approx. 10 minutes
<b>Nutritive Value</b>	Vitamins, Minerals, Fibre, naturally present.	Vitamins C, Niacin E, B6, Thiamin, A, Folic acid, D., B12.

(b) Name **two** other types of convenience soups, apart from dried soup. (4 marks)

**Expect 2 types @ 2 marks each.**

1. Canned soup
2. Chilled/Carton soup

(c) List **two** advantages and **two** disadvantages of using convenience soups. (12 marks)

**Expect 2 advantages @ 3 marks each and 2 disadvantages @ 3 marks each**

**Advantages**

1. Quicker than making homemade soup.
2. Easier than making homemade soup,

**Disadvantages**

1. Very little skill required.  
Artificial additives may be present
2. May not taste as good as homemade soup.  
May not be as nutritious as homemade soup.

(d) List **two** garnishes for soup. (4 marks)

**Expect 2 garnishes @ 2 marks each.**

1. Chopped Parsley, Croutons,
2. Cream.

(e) How can catering establishments ensure equal portions when serving soup to customers. (6 marks)

**Expect one good clear point @ 6 marks.**

- A specific suitable utensil should be used when serving the soup e.g.
- A soup ladle, and staff should be informed of exactly what quantity equals one portion (eg. One full ladle, two full ladles etc.)

## Section 3 – Hospitality in Tourism

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

5. Ireland attracts large numbers of tourists each year.

- (a) Give some reasons why people select Ireland as a holiday destination. (8 marks)  
**Expect 4 reasons @ 2 marks each.**

---

Ireland has an image of being clean,

---

Unspoilt and restful, this attracts many tourists.

---

Ireland is noted for having magnificent scenery,

---

and landscapes.

---

---

---

- (b) List **five** water based activities which tourists could enjoy during their holiday in Ireland. (10 marks)  
**Expect 5 activities @ 2 marks each.**

1. 

---

Sailing

2. 

---

Cruising eg. Shannon/Erne waterway

3. 

---

Diving

4. 

---

Fishing

5. 

---

Surfing/Windsurfing.

- (c) Name **four** different locations where tourists can avail of some of the water based activities listed above. (8 marks)  
**Expect 4 different locations @ 2 marks each.**

ACTIVITY	LOCATION
1. Sailing	1. Schull, Co Cork
2. Surfing/Windsurfing	2. Lahinch, Co. Clare
3. Fishing	3. Lough Derg.
4. Cruising	4. River Shannon.

(d) Suggest **four** ways by which tourists could experience some aspects of Irish culture. (12 marks)

**Expect 4 points @ 3 marks each.**

1. 

---

Traditional Irish music sessions in  

---

Pubs and restaurants.
2. 

---

Sample some traditional Irish dishes eg., Colcannon, Coddle  

---
3. 

---

Attend a ceili, to experience Irish dancing.  

---
4. 

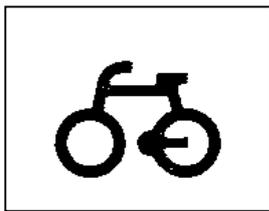
---

Visit the National Museum for a deeper understanding of the  

---

Irish culture/heritage.

(e) Explain what **each** of the following symbols indicate to the tourist. (12 marks)  
**Expect 4 explanations @ 3 marks each.**



Cycling  

---

---



Horse riding facilities  

---

Pony Trekking  

---

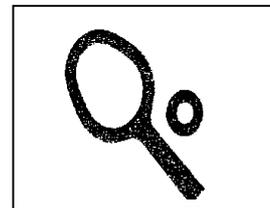


Golf  

---

(eighteen hole course)  

---



Tennis Courts  

---

---

6. The hotel receptionist is an important member of the hotel staff.

(a) List **five** other careers associated with the hotel sector. (5 marks)

**Expect 5 careers @ 1 mark each.**

1.     Chef
2.     Waitress/Waiter
3.     Manager
4.     Porter
5.     Wine waiter

(b) Outline 1. the training opportunities, 2. the skills required and 3. the desirable personal qualities required for a career as a receptionist. (18 marks)

1. Training opportunities \_\_\_\_\_

**Expect 2 points @ 3 marks each = 6 marks.**

    Eg. Reference to type or provider of training eg. PLC., Cert.,  
    duration of training, entry requirements, location etc.  
\_\_\_\_\_

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

**Expect 3 points @ 2 marks each = 6 marks**

    Eg. Communication skills, Computer Literacy, People skills.  
\_\_\_\_\_  
\_\_\_\_\_

3. Desirable personal qualities \_\_\_\_\_

**Expect 3 points @ 2 marks each = 6 marks**

    Well groomed, neat/tidy appearance,  
    Friendly/outgoing  
    Polite/Mannerly, Well spoken  
\_\_\_\_\_

- (c) Outline the duties of a hotel receptionist. (9 marks)  
**Expect 3 duties @ 3 marks each.**

---

Allocation of rooms.

---

Dealing directly with customers.

---

Handling telephone enquiries.

---

Replying to e-mail enquiries.

---

Dealing with complaints. Preparation of bills etc.

---

- (d) Give some guidelines which a receptionist should follow when dealing with a complaint from a customer of the hotel. (9 marks)  
**Expect 3 points @ 3 marks each.**

---

Listen carefully to the customer.

---

Never argue or disagree.

---

Apologise to the customer.

---

Try to rectify the problem if possible

---

Thank customer for drawing attention to problem.

---

Make a written record of the complaint, pass on to supervisor.

---

- (e) Outline how the use of the internet has benefited the hotel industry in Ireland. (9 marks)  
**Expect 2 points**

---

---

A website provides worldwide advertising at a relatively low cost.

---

E-mail is a very efficient low cost system for receiving and replying to enquiries.

---

---

---

---

---

---

---

# Section 4 – Catering for Diversity

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

7. (a) A person with coeliac disease is unable to digest gluten. (6 marks)

(b) List **four** food products that should be avoided by a person with coeliac disease. (8 marks)

**Expect 4 food products @ 2 marks each**

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

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

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

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

(c) Plan the meals for one day for a person with coeliac disease. (22 marks)

## Breakfast

**Expect 2 courses;**

**1<sup>st</sup> course @ 2 marks**

**Main course @ 2 marks**

**Beverage @ 1 mark**

**Layout @ 1 mark**

**Total= 6 marks**

- if not balanced deduct (1) mark from Breakfast total, and Lunch total, and deduct (2) from dinner total.
- If lacking in variety deduct max. (2) marks from dinner total.
- If food /ingredient unsuitable for coeliac is included deduct (3) marks from Breakfast /Lunch etc. and (5) marks from dinner total.

## Lunch

**Expect 2 courses/dishes**

**1<sup>st</sup> course/dessert @ 2 marks**

**Main course @ 3 marks [Deduct -1 if no detail on type**

**Layout @ 1 mark of meat or cooking method]**

**Total= 6 marks**

## Dinner

**Expect 2 courses,**

**Starter/Dessert @ (3) marks**

**Main Course @ (6) marks**

**Layout @ (1) mark**

**[Deduct –2 if no detail on  
type of meat or cooking  
method**

**Total= (10) marks**

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

**Expect 3 points @ 3 marks each**

---

Expect reference to protein, fats and carbohydrates or three out of the four food groups.

---

Source of nutrient should be given.

---

---

---

---

---

- (e) Explain what this symbol indicates. (5 marks)

Product is gluten-free

---

---

---

---

---



8. (a) Classify the following foods according to their country of origin: (8 marks)  
**Expect 8 correct answers @ 1 mark each.**

taco                      chow mein                      poppadom                      pizza  
 chicken tikka              chilli con carne              ravioli                      spring roll

China	Italy	Mexico	India
Spring Roll	Ravioli	Taco	Chicken Tikka
Chow mein	Pizza	Chilli con carne	Poppadom

- (b) Choose **one** country from those named above. Plan and set out a three-course dinner menu to include dishes from the country you have chosen. (16 marks)

Country \_\_\_\_\_

## DINNER MENU

**Expect 3 courses**

**Starter @                      4 marks**  
**Main Course @                      6 marks**  
**Desert @                      4 marks**

**Correct layout/sequence 2 marks**

- **At least 2 courses should be traditional to chosen country, if not deduct 2 marks from starter/dessert and 3 marks from main course.**
- **Deduct 2 marks if main course dish instead of main course.**
- **Deduct max. 2 marks for lack of balance**
- **Deduct max. 2 marks for lack of variety.**

- (c) Explain how **each** of the following factors influence eating habits in different parts of the world. (12 marks)

**Expect 3 points @ 4 marks each.**

Beliefs/Traditions: People tend to eat the foods/dishes they were brought up with. Also certain religions may place limitations/restrictions – certain foods may be forbidden.

Climate: Influences the agriculture of a country/region. Different foods grown in different climates eg. Ireland – potatoes, China – rice.

Economic factors: Will have an influence on the availability of certain foods. In extreme cases all foods may be scarce.

- (d) Give reasons why dishes from other countries are increasingly included in the Irish diet. **Expect 2 reasons @ (4) marks each.** (8 marks)

More ethnic diversity in Ireland in recent years, introducing new foods/dishes/ideas.

Travel – people experiencing new foods while abroad, try them when they return home

More ethnic restaurants, allowing people to sample foods from other countries.

- (e) Suggest **one** use for each of the following food items. **Expect 2 uses @ 3 marks each** (6 marks)

Soy sauce Add to Chinese dishes for extra flavour. Use in marinades.

Mozzarella Cheese      Topping for pizza

**For the examiner only**

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