



**Coimisiún na Scrúduithe Stáit
State Examinations Commission**

Leaving Certificate Applied 2006

Total Mark

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

Credit

**Friday, 9 June
Afternoon 2.00 to 3.30**

**MARKING SCHEME
AND
SAMPLE ANSWERS**

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.
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: 10px auto; width: 80%;"> <p>Centre Stamp</p> </div> <div style="border: 1px solid black; border-radius: 50%; width: 80%; height: 40%; margin: 10px auto;"></div>	<p>1. Total of end of page totals.</p> <p>2. Aggregate total of all disallowed questions.</p> <p>3. Total mark awarded (1 minus 2)</p> <p>4. Bonus mark for answering through Irish (if applicable)</p> <p>5. Total mark awarded if Irish Bonus. (3 plus 4)</p>	
	<p>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 flap grid and on the front of the answerbook.</p>	

Section 1 – Eating Out: The Fast Food Way



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

1. 'Pub grub' is an attractive option for eating out at lunchtime.

(a) Give reasons why 'pub grub' has become an attractive option at lunchtime. (6 marks)
Expect 3 reasons @ (2) marks each

-
- Convenient – often within walking distance of workplace
-
- Good choice of foods, soups, light snacks, main courses etc.
-
- Value for money
-
- Service usually quick – handy for people with limited time
-

(b) Plan and set out a lunch menu for a pub to include a range of suitable food items and **two** hot main course dishes. (14 marks)

	<h2>The Hawthorn Pub</h2> <h3>Lunch Menu</h3>	
<p>Expect</p> <p>4 food items @ (2) marks each = (8) marks</p> <p>and</p> <p>2 hot main course dishes @ (2) marks each = (4) marks</p> <p>Layout @ (2) marks</p> <ul style="list-style-type: none">• If main course dishes not hot allow ½• If no details re. meat eg. method cooking allow ½• Beverages not acceptable as food item		

(c) List **three** items which should be on the table when the lunch is served. (6 marks)

Expect 3 items @ (2) marks each

1. Cutlery, Crockery

2. Condiments / salt and pepper

3. Napkins, Glassware, Jug of water

(d) 1. Name **two** styles of food service which are commonly used in pubs. (6 marks)

Expect 2 points @ (3) marks each

Carvery

Table service

2. Give **one** advantage and **one** disadvantage of a style of food service you have named. (6 marks)

Expect 1 advantage @ (3) marks and 1 disadvantage @ (3) marks

Style of food service eg table service

Advantage customer does not have to leave their table to order or

collect their food

Disadvantage may take more time to receive food especially if pub is

busy

(e) Explain **each** of the following: (12 marks)

Expect 3 points @ (4) mks each. Expect correct description of item and/or its use

Soup Kettle Appliance which maintains soup at correct temperature for

servicing. Can sometimes be placed so that customers can

serve themselves.

Temperature Probe A type of thermometer eg meat thermometer which is

inserted into foods in order to check that the required

temperature has been reached.

Bain Marie Any large vessel, partly filled with hot water into which

containers of food are placed in order to keep the food

warm.

2. You and your classmates are involved in setting up a Delicatessen Counter in your school.

(a) Describe the main jobs to be undertaken by your team when planning and setting up the Delicatessen Counter. (15 marks)

Expect 5 points @ (3) marks each (all points must refer specifically to the planning and the setting up of the Deli counter). Allow max. 1 point on hygiene

- Choose venue – where will Deli counter be set up?

 - Decide what to sell, plan a menu, research which foods are most popular.

 - Decide on the price of each item.

 - Plan an advertising campaign, posters etc.

 - Allocate jobs, who will do what.

 - Make out a plan of action.

 - Draw up lists eg ingredients, equipment etc.

 - Shop for all requirements.

 - Prepare food.

 - Set up venue.

- _____
- _____

(b) List **three** food items which are suitable for service at a Delicatessen Counter. Give a **different reason** for your choice in **each** case. (9 marks)

Expect 3 food items @ (1) mark each and 3 reasons @ (2) marks each

1. Food item _____ Pasta Salad
Reason for choice _____ Popular, healthy, filling

2. Food item _____ Mini Cheese Quiches
Reason for choice _____ Easy to serve – no portioning,
_____ Tasty and nutritious.
3. Food item _____ Butterfly buns
Reason for choice _____ Look very attractive on display,
_____ Popular, easy to serve.

(c) What guidelines should be followed when preparing, displaying and serving the food to ensure a high level of food safety and hygiene. (12 marks)

Expect 2 points @ (2) marks each under each heading.

(Allow max. 3 points on personal hygiene)

1. Preparing the food • Cooked food and raw food must never come into contact with each other.

• Perishable foods eg milk, meat, should be left in fridge until just before use.

• Personal hygiene rules must be adhered to at all times by all food prep. Personnel.

2. Displaying the food • Keep food covered.

• Display area must be spotlessly clean.

• Display perishables in a refrigerated unit.

3. Serving the food • Never handle food – use serving equip. and/or gloves.

• Use separate serving equip. for cooked and uncooked foods.

• All serving spoons, containers etc. must be clean.

• Service personnel must adhere to personal hygiene rules.

(d) Plastic and foil are materials used in delicatessens for packaging portions of food.

Give **one** advantage and **one** disadvantage of either **one** of these packaging materials.

Expect 1 advantage and 1 disadvantage @ (4) marks each (8 marks)

Type of packaging material Foil

Advantage Keeps food warm

Disadvantage Contributes to litter problems,

environmentally unfriendly

(e) Suggest a use for **each** of the following packaging materials at the Delicatessen Counter. **Expect 2 points @ (3) marks each** (6 marks)

Packaging Material	Use
Clingfilm	Wrapping sandwiches/rolls
Polystyrene	Packaging salads

Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. (a) Name **four** types of establishments that provide canteen facilities. (8 marks)

Expect 4 points @ (2) marks each

1. Hospitals
2. Factories
3. Supermarkets
4. Schools

(b) Describe **three** main differences between catering in a canteen and catering in a hotel. (12 marks)
Expect 3 developed points @ (4) marks each

1. Menu – in a hotel the menu will usually be varied and extensive offering
Table d'hôte and À la Carte options, with a good choice of dishes. In a
canteen the choice may be limited to a small number of dishes. Often
only basic/simple dishes offered.
2. Cost of food – The hotel will usually be more expensive than a canteen.
Hotels must cover their overheads and make profit. Canteens are often
very reasonably priced, sometimes cost price or subsidised by company,
often non-profit making.
3. Style of service – In a hotel it will usually be table service, customer
remains seated and is served at their table by waiter/waitress. The
canteen will usually be self service, customer uses tray, chooses food
item/s and collects own cutlery, napkins etc.

(c) Other than a career as a chef, list **four** different careers associated with the hotel and catering industry. **Expect 4 points @ (2) marks each** (8 marks)

1. Waiter
2. Receptionist
3. Hotel Manager
4. Bar person

(d) Outline the desirable personal qualities, the skills required and the training opportunities available for a career as a chef. (18 marks)

Expect 2 points under each heading @ (3) marks each

1. Desirable personal qualities _____

Good grooming, with high level of personal hygiene.

Pleasant and polite.

Calm personality - useful in hectic kitchen environment.

2. Skills Should have excellent cooking skills.

Good interpersonal skills necessary in order to work effectively with other kitchen staff.

Leadership skills.

3. Training opportunities Post Leaving Certificate courses in Hotel and Catering

Fáilte Ireland training courses

Private training eg. Cookery schools

In-house training within hotels

(e) Apart from food preparation and cooking, give **one** other duty of a chef. (4 marks)
Expect 1 point @ (4) marks

Stock control / ordering

4. This is a lunch menu from a local restaurant.

The Silver Eel Restaurant		
Lunch Menu		
Starters €6	Main Course €15	Desserts €6
Prawn Cocktail	Pan fried Scallops	Tiramisu
Beef Consommé	served in Garlic Butter	Selection of
Chicken Liver Pâté	Prime Fillet of Beef	Homemade Ice
	served with Bouquet of	Cream
	Fresh Vegetables	

- (a) Three customers **A**, **B** and **C**, ordered the following dishes from the menu:

A – Prawn Cocktail, Prime Fillet of Beef, Tiramisu.

B – Chicken Liver Pâté, Pan fried Scallops, Homemade Ice Cream.

C – Prawn Cocktail, Pan fried Scallops, Tiramisu.

Record this order on the Order Docket below, and include **three** other essential items of information. (18 marks)

The Silver Eel Restaurant	
Order Docket	
Expect	
Table No	}
No. Covers	
Date/Time	
Initials	
AND	3 @ (2) marks = 6 marks
6 dishes @ (1) mark each	= 6 marks
AND	
Number of each dish ordered @ (1) mark	= 6 marks
	TOTAL 18 marks
Table Number	Number of Covers
Prawn Cocktail	2
Chicken Liver Paté	1
Panfried Scallops	2
Fillet of Beef	1
Tiramisu	2
Ice cream	1
Date / Initials	

(b) Using the lunch menu and the order docket, set out and calculate the customer's bill, to include a 10% service charge. (15 marks)

Expect any three calculations of cost of dishes @ (3) marks each, if cost of one dish given e.g. tiramisu - €6.00 allow $\frac{2}{3}$

Correct subtotal @ (2) marks

Correct service charge @ (2) marks

Correct grand total @ (2) marks

The Silver Eel Restaurant	
	€ c
3 Starters @ €6.00	18.00
3 Main Courses @ €15.00	45.00
3 Desserts @ €6.00	18.00
or	
Starter + Main + Dessert	(27.00)
or	
2 Tiramisu etc.	(12.00)
Service charge @ 10%	81.00
	8.10
Total	89.10

(c) Outline the procedure which should be followed when accepting payment by credit card. **Expect 3 points @ (4) marks each** (12 marks)

- Check card – type, expiry date etc.

- Swipe card / insert into electronic reader

- Key in amount due

- Verify transaction by requesting customer's signature or pin number

- Present customer with copy of receipt of transaction

(d) Explain the term *service charge*. (5 marks)
Expect clear explanation of term @ (5) marks

_____ A sum of money, usually a percentage of the total that can
_____ be added to a bill

Section 3 – Hospitality in Tourism

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

5. You plan to travel from Galway to Dublin on Thursday by train. You have arranged to meet friends at the Spire in O’Connell Street, Dublin at 11.00 hours.

GALWAY- DUBLIN										
MONDAY TO SATURDAY										
Galway	05.30	07.45		09.35	11.00	13.10		15.00	18.35	
Athenry	05.43	07.58		09.58	11.13	13.24		15.13	18.54	
Attymon									19.02	
Woodlawn	05.57				11.27			15.27	19.10	
Ballinasloe	06.08	08.21		10.18	11.39	13.48		15.40	19.22	
Athlone	06.27	08.38	09.05	10.36	11.56	14.11	15.03	15.58	19.39	20.05
Clara	06.44		09.24		12.14		15.21	16.15		20.27
Tullamore	06.55		09.35		12.31		15.31	16.26	20.12	20.36
Portarlinton	07.16		09.54		12.48		15.54	16.46		20.55
Kildare	07.31						16.06			
Newbridge										
Heuston	08.20	10.15		12.17	13.39	15.50	16.45	17.40	21.20	21.41

Dublin Bus link Connolly/Heuston
 LUAS Tram link

(a) Study the timetable above and indicate which train you should take from Galway in order to arrive in Dublin as close to 11.00 hours as possible. (9 marks)
Expect 3 correct answers @ (3) marks each

1. Time departing Galway 07.45 Time arriving in Dublin 10.15
2. Which Dublin station does the Galway train arrive into? Heuston Station

(b) Your friend who will take the same train, wishes to travel to Portarlinton. (6 marks)
Expect 2 correct answers @ (3) marks each

1. At which station must your friend change trains? Athlone
2. At what time will he/she arrive in Portarlinton? 09.54

(c) What transport options are available to you to travel from the train station to Dublin city centre? **Expect 3 points @ (3) marks each** (9 marks)

- Taxi
- Bus
- Tram

- (d) Give **two** advantages and **two** disadvantages of travelling by train. (12 marks)
Expect 2 advantages @ (3) marks each and 2 disadvantages @ (3) marks each

Advantages

1. Little chance of delay compared to road travel.

Toilet facilities available.

2. Comfortable, passenger not confined to seat, can walk around.

Dining car usually provided.

Disadvantages

1. Expensive compared to bus.

2. May be overcrowded at busy times, no seats available.

- (e) Name **three** groups of people who qualify for reduced fares on Irish trains. (9 marks)
Expect 3 points @ (3) marks each

1. Old Age Pensioners

2. Students / Families / Children

3. Groups eg of 10 or more / corporate discounts.

- (f) Name the organisation responsible for managing the train services in Ireland. (5 marks)
Expect correct answer @ (5) marks

Organisation Iarnród Éireann / Irish Rail

6. (a) Name **four** nationally recognised sporting events which have been or will be held in Ireland this year. **Expect 4 events @ (2) marks each** (8 marks)

1. Ryder Cup golf competition.
2. All Ireland Hurling Final.
3. Rugby eg Munster v Leinster.
4. National/international soccer eg Ireland v Latvia.

(b) Discuss the role of major sporting events as a way of promoting Ireland as a tourist destination. **Expect 3 points (4) marks each** (12 marks)

- May attract visitors who would not normally have considered Ireland as a holiday destination.
- Help promote Ireland as an activity based holiday destination.
- Scenery exposed during media coverage of events may attract tourists.
- Highlights Ireland's quality tourism product eg accommodation, restaurants etc.
- Sporting events highlight aspects of Irish culture.

(c) State **two** advantages and **two** disadvantages of staging a major sporting event in a local area. **Expect 2 advantages @ (3) marks each and 2 disadvantages @ (3) marks each** (12 marks)

Advantages

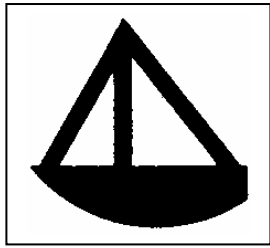
1. Economic benefits to local area, influx of people attending event will bring in money.
2. Provides employment in service industries eg. Accommodation, food service.

Disadvantages

1. Increased litter problems in the area surrounding the event.
2. Increased noise pollution, crowds etc.

(d) Explain **each** of the following symbols:

(12 marks)



Boating Activities /

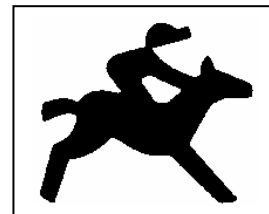
Sailing



Swimming Pool – Indoor



Golf (18 hole course)



Horse Racecourse

(Courtesy of Fáilte Ireland)

(e) Give **two** methods of advertising used to promote major sporting events. (6 marks)
Expect 2 points @ (3) marks each

1. Television advertising.
2. Newspaper advertising.

Section 4 – Catering for Diversity

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

7. You have been asked to organise a Chinese meal for a parent’s evening at your school.

(a) Outline the characteristics of Chinese cuisine. (9 marks)

Expect 3 points @ (3) marks each

1. Rice and/or noodles are often served as the accompaniment to main dishes.

2. Much of the food is cooked by stir frying.

Steaming is another common cooking method.

3. Traditionally a healthy cuisine, vegetables feature strongly –

Low fat / high fibre.

(b) Plan and set out a **three** course dinner menu based on Chinese cuisine which could be served at the parent’s evening. (14 marks)



DINNER MENU



Expect 3 courses

Starter (3) marks

Main course (6) marks

Dessert (3) marks

Correct layout / sequence (2) marks

Menu should be balanced and include a variety of foods and cooking methods for full marks.

If not Chinese deduct as follows...

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

Deduct max. (5) marks if not Chinese, i.e. award 1/3, 3/6, 1/3

(c) Suggest ways of emphasising the Chinese theme during the parent's evening. (9 marks)
Expect 3 points @ (3) marks each

• Display Chinese Flag/Artwork etc.

• Photos/pictures of scenery from different parts of China.

• Traditional Chinese music playing.

• Waiters/waitresses in Chinese costume.

(d) Give reasons why Chinese cuisine is popular in Ireland. (9 marks)
Expect 3 points @ (3) marks each

• Large Chinese population now living in Ireland resulting in an increase in availability i.e. most towns have a Chinese Restaurant/takeaway.

• Convenience – it is quick to prepare.

• Health – Chinese food is seen as a healthy option.

(e) Suggest **one** use in Chinese cuisine for **each** of the following: (9 marks)
Expect 3 points @ (3) marks each

1. **Marinade** _____ used to soak meat, fish etc in order to enhance its flavour
and/or tenderise it.

2. **Wooden Skewers** _____ used to hold together small pieces of meat eg chicken for
grilling eg. Chicken Satay

3. **Bean Sprouts** _____ used as a vegetable in many Chinese dishes.

8. A healthy lifestyle can help prevent obesity.

(a) Identify the main factors which contribute to people becoming obese. (6 marks)

Expect 3 points @ (2) marks each

1. Overeating, excessive food intake.
2. Unhealthy food choices eg. high fat intake.
3. Lack of exercise.

(b) List the health problems associated with obesity. (8 marks)

Expect 4 problems @ (2) marks each

- Increased risk of high blood pressure
- Increased risk of heart disease
- Higher incidence of some cancers among obese people
- Low self image
- Decreased mobility in some cases

(c) Outline the advice you would give to someone trying to lose weight. Refer to **each** of the following in your answer; 1. food selection, 2. food preparation and 3. cooking methods.

Expect 6 points @ (2) marks each, at least 1 point under each heading along with 3 other relevant points. (12 marks)

1. Food selection _____

Choose high fibre foods which provide few calories while giving feeling of fullness.

Choose low fat option eg skim milk, low fat spreads, diet yogurt etc

2. Food preparation _____

Trim excess fat off foods.

Avoid using sauces as these are generally high in fat.

3. Cooking methods _____

Avoid fried foods, instead grill, poach or steam the food.

Drain off any excess fat during cooking.

(d) Plan the meals for one day for a person who is on a weight loss programme. (18 marks)

Breakfast Menu

Expect 2 courses
First course (2) marks
Main course (3) marks
(to include beverage, if not $\frac{2}{3}$)
Layout (1) mark

Total (6) marks

Lunch Menu

Expect 2 courses
First course (2) marks
Main course (3) marks
Layout (1) mark

Total (6) marks

Dinner Menu

Expect 2 courses
Starter/Dessert (2) marks
Main course (3) marks
**(deduct (1) mark if no cooking method,
deduct (1) mark if type meat/fish not
given)**
Layout (1) mark

Total (6) marks

(e) Comment on the nutritive value of the dinner menu you have planned. (6 marks)
Expect 3 points @ (2) marks each

- Expect reference to fat content along with reference to any two other

nutrients/food groups for full marks

- Where nutrient/food group is named only allow $\frac{1}{2}$

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For the examiner only

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