



Coimisiún na Scrúduithe Stáit
State Examinations Commission

LEAVING CERTIFICATE APPLIED **2008**

MARKING SCHEME

HOTEL, CATERING AND **TOURISM**



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2008

Total Mark

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

Credit

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Friday, 6 June

Afternoon 2.00 to 3.30

Directions to Candidates

- Write your EXAMINATION NUMBER in this space:
- WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
- 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 flap 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. 'Coffee Shops' are an attractive option when eating out at lunchtime.

(a) Draw up a profile of a modern coffee shop, under **each** of the following headings. (16 marks)

1. Customer expectations.

Expect any 2 @ 2 marks each.

fast service, range of prices

range of foods items, range of coffees, teas beverages etc

2. Style of service.

Expect any 2 @ 2 marks each.

table/waitress service, counter service,

self service

3. Furniture and Décor.

Expect any 2 @ 2 marks each.

attractive surroundings, bright colours,

comfortable seating, baby's high chairs

4. Choice of equipment.

Expect any 2 @ 2 marks each.

coffee makers, refrigerated display units,

panini maker, smoothie makers, microwave

- (b) Create a list of hot food items and cold food items suitable for service in a coffee shop. (16 marks)

| <i>Menu</i> | |
|-------------------------------|--------------------------------|
| <i>Hot food items</i> | <i>Cold food items</i> |
| Expect any 4 suitable | Expect any 4 suitable |
| hot food items @ 2 marks each | cold food items @ 2 marks each |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

- (c) Name **six** hot and cold beverages that are prepared and presented in coffee shops. (12 marks)

Expect any 6 beverages @ 2 marks each

- | | |
|----------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |
| 5. _____ | 6. _____ |

- (d) Suggest a different take-away packaging material, suitable for a hot soup and for a toasted sandwich. (6 marks)

1. A hot soup **Expect full answer @ 3 marks.** Polystyrene cup and lid. _____
2. A toasted sandwich **Expect full answer @ 3 marks.** Tin foil packet. _____

2.

(a) Identify **four** common causes of accidents in kitchens. (12 marks)

Expect any 4 causes @ 3 marks each.

wet floors, trailing leads, carelessness when using sharp knives,
carelessness when using equipment, unattended saucepans/frying pans, etc.

(b) Suggest **five** precautions that should be taken to reduce the risk of accidents in kitchens. (15 marks)

Expect 5 precautions @ 3 marks each.

Wipe up spills immediately.
Use oven gloves when appropriate.
Be careful using sharp knives.
Be careful when carrying hot liquids,
Etc.

(c) Name **three** essential pieces of safety equipment for use in catering kitchens and outline the guidelines that should be followed when using **each** piece of equipment you have named. (18 marks)

Name of essential safety equipment

Expect 3 @ 2 marks each

1. Fire extinguisher
2. Fire blanket
3. Smoke alarm etc

Guidelines to be followed when using piece of equipment 1.

Expect any 2 correct relevant guidelines @ 2 marks each

Guidelines to be followed when using piece of equipment 2.

Expect any 2 correct relevant guidelines @ 2 marks each.

Guidelines to be followed when using piece of equipment 3.

Expect any 2 correct relevant guidelines @ 2 marks each.

(d) Name an organisation responsible for health and safety in the workplace. (5 marks)

Expect full answer @ 5 marks. Health and Safety Authority.

Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. *Your class have been asked to organise and cater for a party for a group of 10-12 year olds*

- (a) Outline the main tasks that should be carried out in advance of the party, and the main tasks carried out on the day of the party, in order to cater successfully for the occasion. (18 marks)

Tasks carried out in advance.

Expect 6 tasks @ 3 marks each

plan menu, write shopping list, design invitations,

deliver invitations, count replies, shop for ingredients.

Tasks carried out on the day.

Decorate room, prepare food, serve food, arrange games, tidy up etc

- (b) Design an attractive invitation card for the party. (5 marks)

INVITATION

Expect any 4 @ 1 mark each

time, date, place, name of person giving party
RSVP

layout 1 mark

(c) Plan and set out a menu suitable for the party.

(12 marks)

MENU

Expect courses

| | | |
|-------------|---|---------|
| Starter | @ | 2 marks |
| Main course | @ | 2 marks |
| Dessert | @ | 2 marks |
| Beverage | @ | 2 marks |

Menu should be balanced and include a variety of foods/cooking methods

| | | |
|-----------------|---|---------|
| Balance | @ | 2 marks |
| Variety | @ | 1 mark |
| Layout/Sequence | @ | 1 mark |

(d) Describe **three** factors that need to be taken into account when dividing tasks among the class members. (15 marks)

Expect 3 factors @ 5 marks each

skills, creative talents, personal qualities, previous experience

4. A customer wishes to make a dinner reservation for a group of people in your restaurant.

- (a) Outline the details the customer should discuss with the restaurant staff when making the reservation. (15 marks)

Expect any 5 details @ 3 marks each

time, date, number of people special dietary needs,

wheelchair access, name of person making the booking,

contact number etc.

- (b) What tasks should a waiter / waitress carry out, firstly on the arrival of the group of people at the restaurant, and secondly during the meal? (18 marks)

On arrival **Expect any 6 tasks @ 3 marks each**

greet customers, show to table, take coats,

distribute menus/wine list, take drinks order, take food order,

bring water/bread to table, etc.

Section 3 – Hospitality in Tourism

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

5. Both you and a friend plan to travel to Cork for a concert on Saturday. You will be travelling from Galway, and your friend from Ennis.

| | | | | | | | | | | |
|--|------|-------|-------|-------|------|------|------|------|------|------|
| GALWAY- LIMERICK - CORK | | | | | | | | | | 51 |
| MONDAY TO SUNDAY (including Public Holidays) | | | | | | | | | | |
| SERVICE NUMBER | | 242 | 051 | 051 | 051 | 051 | 051 | 051 | 051 | 051 |
| SSuX | | | | | | | | | | |
| Galway (Bus Station) | dep. | | | | 0705 | 0805 | 0905 | 1005 | 1105 | 1205 |
| Galway GMT | ↓ | | | | P | P | P | P | P | P |
| Oranmore (Station Road) | | | | | 0715 | 0815 | 0915 | 1015 | 1115 | 1215 |
| Clarenbridge | | | | | R | R | R | R | R | R |
| Kilcolgan | | | | | R | R | R | R | R | R |
| Gort (The Square) | | | | | 0745 | 0845 | 0945 | 1045 | 1145 | 1245 |
| Crusheen (Post Office) | | | | | R | R | R | R | R | R |
| Ennis (Bus Station) | | | | | 0820 | 0920 | 1020 | 1120 | 1220 | 1320 |
| Shannon Airport | | | | | 0850 | 0950 | 1050 | 1150 | 1250 | 1350 |
| Bunratty | ↓ | | | | R | R | R | R | R | R |
| Limerick (Bus Station) | arr. | | | | 0920 | 1020 | 1120 | 1220 | 1320 | 1420 |
| Limerick (Bus Station) | ↓ | | 0725 | 0835 | 0935 | 1035 | 1135 | 1235 | 1335 | 1435 |
| Rourkes Cross | | | R | R | R | R | R | R | R | R |
| Charleville | | 0725 | 0800 | 0910 | 1010 | 1110 | 1210 | 1310 | 1410 | 1510 |
| Mallow (Town Park) | ↓ | 0750 | 0830 | 0940 | 1040 | 1140 | 1240 | 1340 | 1440 | 1540 |
| Cork (Parnell Place) | arr. | 0845 | 0915 | 1025 | 1125 | 1225 | 1325 | 1425 | 1525 | 1625 |

P: - Pick-up stop only. R: - Request stop.
SSuX= Operates Monday to Friday – does not operate on Public Holidays.

(a) Study the bus timetable above and suggest a departure time for each of you, in order to arrive in Cork as close as possible to 3.30pm.
 State your arrival time in Cork. **Expect 3 correct times @ 2 marks each** (6 marks)

Depart Galway 11.05 am Depart Ennis 12.20 pm Arrive Cork 15.25 pm

(b) Explain in detail what each of the following means on the timetable **P, R** and **SSuX**.
Expect 3 full answers @ 3 marks each (9 marks)

P Customers can be picked up only at this stop.

Customers on the bus can not get off the bus here.

R The bus will not stop at this stop unless requested.

SSuX The bus does not run on Bank/Public Holidays, Saturdays or Sundays.

- (c) Outline **one** method of booking bus / rail travel tickets in advance and give **two** advantages of booking tickets in advance. **Expect the method of booking @ 4 marks** (12 marks)

Method of booking Online booking

Advantages **Expect 2 advantages @ 4 marks each**

1. Faster, sometimes less expensive,

2. seat is guaranteed, etc.

- (d) Suggest a **different** mode of public transport suitable for a long journey for **each** of the following tourists. Outline a reason for your suggestion in **each** case. (18 marks)

1. A student Expect any correct suggestion @ 2 marks

Reason for suggestion Expect 1 correct reason @ 4 marks

2. A businessperson Expect any correct suggestion @ 2 marks

Reason for suggestion Expect 1 correct reason @ 4 marks

3. A couple with a baby Expect any correct suggestion @ 2 marks

Reason for suggestion Expect 1 correct reason @ 4 marks

Accept each mode of transport once only

- (e) Name the organisation responsible for managing the national public bus service in Ireland. (5 marks)

Organisation Expect full correct answer @ 5 marks. Bus Éireann

6. (a) List **five** different types of holiday accommodation. (10 marks)
Expect 5 types of accommodation @ 2marks each

1. Hotels
2. Guesthouses
3. Bed and breakfast accommodation
4. Camp sites, caravans
5. Self-catering apartments/houses

(b) Give reasons why a family would choose to holiday abroad rather than spending a holiday in Ireland. (16 marks)

Expect 4 full reasons @ 4 marks each.

- better weather,
- more amenities,
- change of scene/location,
- experience foreign culture/food,
- learn about another country,
- view famous historical sites/buildings, etc.
-
-
-

(c) List **five** items that are essential to take with you when going abroad on holiday. (10 marks)
Expect 5 items @ 2 marks each

1. Passport.
2. Money/currency/credit card/laser card.
3. Medicines/prescriptions.
4. Plane/travel tickets/confirmation details.
5. Accommodation details, clothes, sun cream, etc.

Section 4 – Catering for Diversity

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

7. Recent research seems to indicate that a low fibre intake may lead to health problems.

(a) Why is it important to include fibre in the diet? (4 marks)

Expect full answer @ 4 marks

Helps to move food easily along the intestine etc

(b) Outline **three** ways of increasing the fibre intake in the diet. (9 marks)

1. **Expect 3 correct points @ 3 marks each**

Eat more fruit and vegetables

2. Eat more wholegrain cereals and breads

3. Eat high fibre/unprocessed breakfast cereals etc

(c) Plan a **three** course breakfast menu and a **three** course lunch menu for a person on a high fibre diet. (22 marks)

Breakfast Menu

Expect 3 courses

| | | |
|------------------------|---|---------|
| 1 st course | @ | 2 marks |
| Main course | @ | 2 marks |
| 3 rd course | @ | 2 marks |

Menu should be high fibre, balanced and include a variety of foods/cooking methods.

| | | |
|------------|---|---------|
| High fibre | @ | 2 marks |
| Balance | @ | 1 mark |
| Variety | @ | 1 mark |
| Layout | @ | 1 mark |

Lunch Menu

Expect 3 courses

| | | |
|------------------------|---|---------|
| 1 st course | @ | 2 marks |
| Main course | @ | 2 marks |
| 3 rd course | @ | 2 marks |

Menu should be high fibre, balanced and include a variety of foods/cooking methods.

| | | |
|------------|---|---------|
| High fibre | @ | 2 marks |
| Balance | @ | 1 mark |
| Variety | @ | 1 mark |
| Layout | @ | 1 mark |

- (d) Comment on the nutritive value of **each** of the menus you have planned. (10 marks)

Expect 1 point on breakfast and 1 point on lunch with one other point @ 5 marks each.

- (e) Explain what is meant by Recommended Daily Allowance. (R.D.A.) (5 marks)

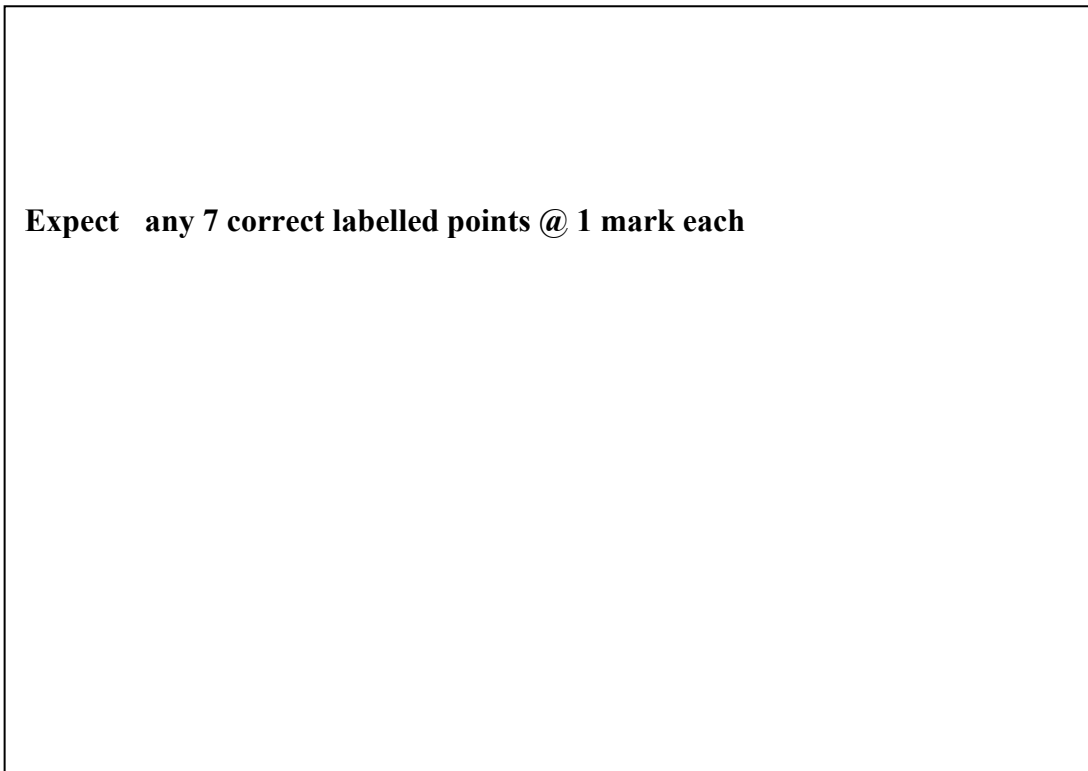
Expect full answer @ 5 marks

(c) Sketch and describe the layout of the food stand.

(11 marks)

Sketch

Expect any 7 correct labelled points @ 1 mark each



Description **Expect any 2 points @ 2 marks each**

(d) Suggest **three** ways in which the international theme could be emphasised.

Expect 3 @ 3 marks

(9 marks)

1. Music
2. Flags
3. Serving dishes/utensils e.g. chopsticks etc.