



Coimisiún na Scrúduithe Stáit  
State Examinations Commission

**LEAVING CERTIFICATE APPLIED  
2010**

**MARKING SCHEME**

**HOTEL CATERING AND TOURISM**

**COMMON LEVEL**



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

*Leaving Certificate Applied 2010*

Total Mark

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

Credit

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*Marking scheme*

**Friday, 11 June, 2010**  
**Afternoon, 2.00 – 3.30**

*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>	
<b>Centre Stamp</b>	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 <b>Total</b> box on the flap grid <b>and</b> on the front of the answer book



- (c) Describe the following styles of service commonly used in bars / pubs. (8 marks)  
**Expect explanation for each type of service @ 4 marks each**

**Table service** \_\_\_\_\_

*Customers are seated, orders are taken at the table and food etc is brought to the customer, bills are calculated and brought to customers at the end of the meal*

**Carvery** \_\_\_\_\_

*Customers queue at hot counter, portions of meat are carved as ordered by a chef usually from a roasted joint, the meat portions are served with a selection of vegetables and potatoes, payment is made usually before sitting down*

- (d) Outline the positive effects and negative effects the smoking ban has had on bar owners, employees and customers. (18 marks)

**Expect 1 positive effect and 1 negative effect @ 3marks each**

*Reduction in customers/loss in profits, problems/ difficulties in enforcing the ban,*

*Need to provide outside space for smokers, need to deal with litter and noise*

*outside premises, etc,*

*Less need for expensive ventilation systems, less frequent redecoration, less health risks for owners who work in the bars/pubs, etc,*

Employees \_\_\_\_\_

**Expect 1 positive effect and 1 negative effect @ 3marks each**

*Less health risks, less smell of smoke on hair /clothes,*

*Risk of job losses in bars/pubs as profits go down, etc,*

Customers \_\_\_\_\_

**Expect 1 positive effect and 1 negative effect @ 3marks each**

*Less health risks, less smell of smoke on hair /clothes,*

*Smokers have to leave friends and go outside to smoke reducing enjoyment on night out, etc*

**2. Salad bars in convenience stores provide healthy, attractive fast food options.**

(a) List a variety of salads suitable for sale in salad bars. (12 marks)

**Expect any 6 suitable salads @ 2 marks each**

- 1. \_\_\_\_\_  
*apple and celery, pasta salad, coleslaw*
- 2. \_\_\_\_\_  
*potato salad, egg salad, rice salad, green salad,*
- 3. \_\_\_\_\_  
*couscous salad, etc,*
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_

(b) Give the key ingredients in any **three** of the salads you have listed. (12 marks)

**Expect 2 correct key ingredients in each salad @ 2 marks each**

Salad 1 \_\_\_\_\_

Key ingredients \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Salad 2 \_\_\_\_\_

Key ingredients \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Salad 3 \_\_\_\_\_

Key ingredients \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(c) Name **two** salad dressings. (4 marks)

**Expect names of 2 salad dressings @ 2 marks each**

*Mayonnaise, french dressing, caesar dressing, thousand island, etc*

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

(d) List **six** pieces of equipment used in the preparation of salads. (6 marks)

**Expect 6 pieces of equipment @ 1 mark each**

- |    |                                       |    |                               |
|----|---------------------------------------|----|-------------------------------|
| 1. | <u>Chopping board, sharp knife,</u>   | 2. | <u>peeler, salad spinner,</u> |
|    | <u>melon baller, mandolin/slicer,</u> |    | <u>egg slicer, grater,</u>    |
| 3. | <u>_____</u>                          | 4. | <u>_____</u>                  |
|    | <u>food processor, blender, etc</u>   |    |                               |
| 5. | <u>_____</u>                          | 6. | <u>_____</u>                  |

(e) Outline the hygiene precautions that should be taken when preparing and displaying salads. (16 marks)

**Expect 4 points @ 2 marks each**

Preparing Salads \_\_\_\_\_

*Wash all salad ingredients thoroughly to remove soil and pests, follow all personal*

*hygiene rules, Use the correct colour knives and chopping boards when chopping,*

*Keep salad ingredients and cooked ingredients and away from raw meats and fish*

*Ensure ingredients are stored at the correct temperatures, Cook meat and fish for*

*salads thoroughly, chill cooked foods for salads quickly after cooking ,etc*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Expect 4 points @ 2 marks each**

Displaying Salads \_\_\_\_\_

*Display salads in refrigerated units, ensure fridges and display cabinets are at the*

*correct temperature, keep salads away from raw meats and fish, ensure display*

*cases and refrigerators are kept clean, ensure that there are serving spoons for*

*each salad, keep salads covered and away from flies, etc*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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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. Frying is a method of cooking frequently used in hotels and restaurants.

- (a) List **six** foods that are suitable for frying. (6 marks)  
*Expect 6 foods @ 1 mark each*

1. 

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Potatoes, eggs, sausages, bacon, tomatoes
2. 

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Breaded/battered fish and chicken, liver,
3. 

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Vegetables (peppers/ onions etc) in stir fries
4. 

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Steaks, chops, strips of meat (beef, pork etc) in stir fries,
5. 

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Onion rings, etc
6. 

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- (b) Give **three** advantages and **three** disadvantages of frying as a method of cooking. (12 marks)

Advantages

*Expect 3 advantages @ 2 marks each*

1. 

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Fast method of cooking, adds flavour to plainer foods, adds texture as  

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frying allows food to become crispy on the outside and stay soft on the
2. 

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inside, relatively easy to do, expensive equipment not necessary, etc  

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3. 

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Disadvantages

*Expect 3 disadvantages @ 2 marks each*

1. 

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Unhealthy method of cooking as it adds fat and calories,  

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2. 

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Frying can be dangerous as spatters can cause burns, also dangerous  

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as overheating an unattended pan can cause fires,  

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Temperature of oil/fat needs to be carefully monitored for best results,
3. 

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Short cooking time means food can easily overcook/ burn, etc  

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- (c) Describe shallow frying and stir frying as methods of cooking. (20 marks)  
**Expect 2 full descriptions @ 4 marks each**

Shallow frying \_\_\_\_\_  
*Carried out using a shallow frying pan- thin pieces of food-hot oil- food cooked on both sides- removed and drained of excess oil*

Stir frying \_\_\_\_\_  
*Carried out using a wok- small amount of hot oil –even sized pieces of food - hardest foods cooked first – as food cooks it is pushed up sides of wok and uncooked food added - food is kept moving (stirred) as it cooks.*

Outline the guidelines that should be followed when using **each** of the methods you have described.

**Expect 2 guidelines at 3 marks each**

Shallow frying \_\_\_\_\_  
*Heat oil before adding food, cook food on one side before turning over to cook the other side, avoid turning food (especially fish) often as it increases the likelihood of food falling apart, oil is more successful than some solid fats, avoid over using the same oil, drain on kitchen paper to remove excess oil, etc*

**Expect 2 guidelines at 3 marks each**

Stir frying \_\_\_\_\_  
*Heat oil before adding food, ensure food is cut into even sized strips, Cook hardest food first, push cooked food up the sides of the wok as you add uncooked food, keep food moving to prevent burning, etc*

- (d) What safety precautions should be followed when frying food? (12 marks)  
**Expect 3 precautions @ 4 marks each**

*Do not leave frying pan unattended while cooking, be careful not to allow oil to overheat, use a spatter guard to prevent burning,*

*Dry wet foods before frying to reduce spitting and risk of burning*

*Follow manufacturer's instructions when using an electric deep fat fryer,*

*In case of fire use fire blanket correctly to put out flames,*

*Do not unplug deep fat fryer with wet hands, etc,*



**4. Buffet style breakfasts are popular choices in many hotels.**

- (a) Explain the term *buffet*. (5 marks)  
**Expect correct explanation @ 5 marks**

*Hot and cold food items and beverages, plates and cutlery are displayed on a table or counter and people help themselves.*

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- (b) Outline the rules that should be adhered to when setting up buffet tables. (12 marks)  
**Expect 3 rules @ 4 marks each**

*Set up buffet table in a accessible part of the room with lots of space around it to and allow people to queue and move easily, arrange food attractively, keep hot food hot cold food cold, group main course dishes, desserts and beverages together, group foods near their accompaniments , arrange the appropriate delph and cutlery near to each food, provide serviettes at regular intervals, ensure that foods chosen are easy to eat while standing etc*

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- (c) Recommend some food items and beverages suitable for a buffet style breakfast. (12 marks)  
**Any 12 suitable food items and or suitable beverages @ 1 mark each**

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- (d) Give **one** advantage and **one** disadvantage of buffet style service for the hotel and for guests. (12 marks)

**Expect 1 advantage and one disadvantage of each @ 3 marks each**

Advantage for hotel \_\_\_\_\_

*Less staff required to serve breakfast, service is faster and room can be tidied more*

*quickly for lunch service, no need to print menus, unavailable foods can be replaced*

*or omitted easily, all of the food can be prepared in advance, etc*

Disadvantage for hotel \_\_\_\_\_

*Some wastage of food as not everything is eaten, customers may take food to their*

*rooms to eat later requiring more cleaning of rooms,*

Advantage for guests \_\_\_\_\_

*Good value as guests can eat as much as they want, guests see all of the food on offer*

*and chose exactly what they wish to eat, greater selection of food available than on*

*set menu*

Disadvantage for guests \_\_\_\_\_

*Overall cost of stay may be increased to pay for wasted food, can encourage*

*overeating and larger portions,*

- (e) Describe how food is kept hot for buffets. (9 marks)

**Expect 2 methods of keeping food hot @ 5 marks and 4 marks**

*Bain Marie -metal container containing hot water- containers of food are suspended*

*in the water keeping them hot,*

*Heated display unit- food is kept warm using a heat lamp that is focused on the food*

*Soup kettle- large container with an internal electric element which keeps food hot*

*Metal containers with wire frame on top -night light candles inside*

## Section 3 – Hospitality in Tourism

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

5. *The Irish Tourism Industry is endeavouring to increase the number of tourists who holiday in Ireland.*

(a) Describe **four** methods of advertising that the Irish Tourism Industry could use to encourage more tourists to holiday in Ireland. (8 marks)

**Expect relevant description of any 4 methods of advertising @ 2 marks each**

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

*Television ads showing people experiencing Irish culture,*

2. *Radio advertisements informing public about special offers in hotels,*

*Billboards showing scenic views, web sites describing places of national interest*

*Newspaper/ magazine advertisements for restaurants, posters advertising*

3, \_\_\_\_\_

*upcoming concerts and festivals, etc*

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

(b) What unique aspects of Irish life and culture could be highlighted in a promotional advertising campaign? (8 marks)

**Expect reference to 2 aspects of Irish life and culture @4 marks each**

*Welcome/ friendliness of Irish people, relaxed easy going pace of life,*

*Fun “craic” of Irish pubs and events, Irish music and dancing, Unique sports and*

*national games, history of storytelling/ literature and lives of Irish writers*

(c) Name and describe **one** Irish tourist attraction and **one** national event that would appeal to tourists. (14 marks)

**Expect name of Irish Tourist attraction @ 5 marks**

Tourist attraction \_\_\_\_\_

**Expect one description of Irish Tourist attraction @ 2 marks**

Description \_\_\_\_\_

\_\_\_\_\_

**Expect name of National event @ 5 marks**

National event \_\_\_\_\_

**Expect one description of National event @ 2 marks**

Description \_\_\_\_\_

\_\_\_\_\_

(d) Explain how tourism can benefit a country. (16 marks)

**Expect 4 points @ 4 marks each**

\_\_\_\_\_

*Job creation, brings money into the economy, creates an open society as people learn,*

\_\_\_\_\_

*about difference, boosts provision of leisure / recreational facilities, encourages*

\_\_\_\_\_

*native population to value what is unique about their own culture, etc*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(e) Name the organisation responsible for promoting Ireland as a tourist destination. (4 marks)

**Expect Failte Ireland @ 4 marks**

\_\_\_\_\_

**6. Hotels require highly skilled employees in order to provide quality accommodation, dining, conference and leisure facilities.**

(a) List **six** employment opportunities associated with the hotel industry. (6 marks)  
**Expect six employment opportunities @ 1 mark each**

1. \_\_\_\_\_  
*Chef, receptionist, waiter/waitress/ bar person, chambermaid, porter,*
2. \_\_\_\_\_  
*manager, housekeeper, lifeguard, gym staff. keep fit tutors, etc,*
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

(b) Select **one** of the employment opportunities you have listed and identify the main duties associated with it. (10 marks)

**Expect 5 duties associated with the employment opportunity selected @ 2 marks each**

Employment opportunity \_\_\_\_\_

Duties \_\_\_\_\_

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(c) Explain **six** personal qualities that are required when working in the hotel industry. (12 marks)

**Expect explanation of six personal qualities @ 2 marks each**

1. \_\_\_\_\_  
*Friendly/approachable, polite/ courteous, patient/ deal with complaints well*
2. \_\_\_\_\_  
*hard-working, reliable, methodical, punctual, calm under stress etc*
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

- (d) Describe how a hotel employee should deal with positive comments and complaints from customers. (16 marks)

Positive comment \_\_\_\_\_

**Expect 2 points @ 2 marks each**

*Listen carefully to the positive comment to ensure it is understood, note the staff,*

*member concerned if applicable, thank the customer for their positive feedback*

*pass on the positive comment to the relevant staff member or appropriate*

*supervisor, etc*

Complaint \_\_\_\_\_

**Expect 4 points @ 3 marks each**

*Listen carefully to details of the complaint, stay calm and polite do not contradict*

*or argue, ask what the customer would like done, try to handle the complaint*

*appropriately yourself if that is not possible refer the matter to your supervisor,*

*thank the customer for bringing the matter to your attention, etc*

- (e) Explain what is meant by the term *hospitality* in relation to tourism. (6 marks)

*A genuine sense of being welcomed and valued, which is passed on by the best*

*tourist industry personnel, to guests/ customers / tourists*

# Section 4 – Catering for Diversity

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

7. *Chicken and duckling are popular ingredients in ethnic cuisine.*

- (a) Outline the reasons why chicken and duckling are popular ingredients. (10 marks)  
*Expect 5 reasons @ 2 marks each*

*Chicken is cheap, chicken can be used in a variety of dishes, suits many cooking methods, many people like the taste of chicken, chicken and duckling often locally produced so are readily available in many countries, duckling has an interesting full flavoured taste, etc,*

- (b) Name some ingredients used to vary chicken and duckling dishes in ethnic cuisine. (12 marks)

*Expect any 6 relevant ingredients @ 2 marks each*

Ingredients (Chicken)

*Spices (coriander, cumin, turmeric, etc)*

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

*, nuts (cashew/peanut), chilli,*

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

*Batter, herbs, ( coriander, Thai basil),*

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

Ingredients (Duckling)

*garlic, onion,*

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

*plum sauce, hoisin sauce*

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

*orange, ginger, soy sauce, etc*

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

- (c) Name **three** starter dishes and **three** main course dishes usually served in ethnic restaurants. (16 marks)

Starters

*Expect 3 starters @ 2 marks each*

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

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

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

Main Course

**Expect 3 main course dishes @ 2 marks each**

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

Select **one** of the main course dishes named, state it's country of origin and suggest a suitable accompaniment of the dish.

Main course dish \_\_\_\_\_

**Expect country of origin @ 2 marks**

Country of origin \_\_\_\_\_

**Expect suitable accompaniment @ 2marks**

Accompaniment \_\_\_\_\_

- (d) Outline the food safety and hygiene guidelines that should be followed when storing, preparing and cooking poultry. (12 marks)

**Expect 1 point @ 4 marks**

Storing \_\_\_\_\_

*Store in fridge until needed, ensure fridge is at correct temperature, use within use by*

*date, if raw store away from cooked food to prevent cross contamination, etc,*

**Expect 1 point @ 4 marks**

Preparing \_\_\_\_\_

*Remove from fridge just before cooking, use correct colour boards and knives when*

*preparing, follow all personal hygiene rules, if raw prepare on surfaces that will not*

*be used for cooked foods*

**Expect 1 point @ 4 marks**

Cooking \_\_\_\_\_

*Cook thoroughly, if serving immediately keep above critical temperature, if not*

*serving immediately chill quickly, reheat poultry foods until piping hot, etc*



**8. Teenagers often opt to become lacto-vegetarian or vegan.**

- (a) Outline the reasons why teenagers might become vegetarian. (15 marks)  
**Expect 5 points @ 3 marks each**

May feel it s cruel to animals, may be influenced by peer group, may feel it helps to,  
reduce calorie intake, may be concerns about health scares in meat, may dislike taste  
may be a phase- rebellion or wish to experiment and show independence from  
parents, etc

- (b) Explain what is meant by **each** of the following. (10 marks)  
**Expect explanation of both headings @ 5 marks each**

Lacto-vegetarian \_\_\_\_\_  
Diet which includes plant foods cereals vegetables etc and includes animal products  
e.g. milk yogurt etc but omits meat, fish poultry etc

Vegan \_\_\_\_\_  
Diet which includes plant foods cereals vegetables but omits animal products  
e.g milk yogurt and meat, fish poultry etc.

(c) Plan a **three** course dinner menu for a lacto-vegetarian.

(16 marks)

## *Dinner Menu*

*Expect three courses*

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

*Main course @ 4 marks*

*3<sup>rd</sup> course @ 2 marks*

*Expect balanced menu @ 3 marks*

*Expect correct layout/sequence @ 3 marks*

*Menu related to diet @ 2 marks*

(d) Analyse the nutritive value of the menu.

(9 marks)

***Expect 3 points on the nutritive value of the menu @ 3 marks each***

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