



Coimisiún na Scrúduithe Stáit
State Examinations Commission

LEAVING CERTIFICATE APPLIED **2009**

MARKING SCHEME

HOTEL, CATERING AND **TOURISM**



Coimisiún na Scrúduithe Stáit
State Examinations Commission

Leaving Certificate Applied 2009

Total Mark

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

Credit

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Friday, 5 June

Afternoon 2.00 to 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>	
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. A group of young people are going to a day long outdoor music festival.

(a) Plan a menu for a packed lunch that could be prepared in advance for this occasion. (14 marks)

Picnic/Packed Lunch Menu

Expect 2 courses

Starter	2 marks
Main course	4 marks
Dessert	2 marks
Beverage	2 marks
Balanced menu	2 marks
Correct layout/sequence	2 marks

(b) Outline the factors that have influenced your choice of food items and the factors that would influence your choice of packaging materials for the packed lunch. (12 marks)

Factors that influenced your choice of food items _____

Expect 2 factors @ 3 marks each

Nutritious, suitably balanced

Consider dietary needs

Attractive

Easy to transport

Factors that influence your choice of packaging materials _____

Expect 2 factors @ 3 marks each

packaging must be strong/durable, waterproof to prevent leakage/contamination,

lightweight as bags have to be carried,

biodegradable/environmentally friendly/recyclable, etc.

- (c) List **six** food items that could be purchased from mobile fast-food outlets at the festival.
Expect any 6 food items @ 2 marks each (12 marks)

1. Filled rolls/baps/wraps/bagels
2. Fish, hamburgers, sausage rolls
3. Soups, chips, muffins, scones etc.
4. _____
5. _____
6. _____

- (d) In relation to cost, nutrition and the environment, outline the disadvantages of purchasing food items from mobile fast-food outlets. (12 marks)

Disadvantage in relation to cost _____

Expect 1 complete sentence in relation to disadvantage @ 4 marks

Disadvantage in relation to nutrition _____

Expect 1 complete sentence in relation to disadvantage @ 4 marks

May refer to origin of food

cooking method

length of time food is standing

additive content – preservatives etc.

Disadvantage in relation to the environment _____

Expect 1 complete sentence in relation to disadvantage @ 4 marks

Expect reference to litter and the knock on effects

2. Most supermarkets and convenience stores provide a delicatessen counter for their customers.

- (a) Outline the guidelines that should be followed in a delicatessen, from the point of the delivery, to preparing, displaying and serving food, in order to ensure a high level of food safety and hygiene. (24 marks)

Delivery of food **Expect 1 correct point @ 4 marks and 1 correct point @ 2 marks**

Delivery vans should be clean/hygienic, food handlers should follow correct hygiene practices, refrigerated vans and food should be at the correct temperature, deliveries should be made to correct entrance, etc.

Preparing food **Expect 1 correct point @ 4 marks and 1 correct point @ 2 marks**

Food handlers should follow correct hygienic practices, avoid cross contamination, food should be stored at the correct temperature, etc.

Displaying food **Expect 1 correct point @ 4 marks and 1 correct point @ 2 marks**

Display cabinets should be clean, display cabinets should be at the correct temperature, cross contamination should be avoided, gloves should be worn where appropriate, use of food tongs when setting up display, etc.

Serving food **Expect 1 correct point @ 4 marks and 1 correct point @ 2 marks**

Food should be at correct temperature, food servers should follow correct hygienic practices, etc.

- (b) Delicatessen owners often buy ready-prepared food items from larger food suppliers for resale in their outlets.

Give **one** advantage and **one** disadvantage of this practice. (8 marks)

Advantage **Expect 1 complete sentence in relation to advantage @ 4 marks**

Reduces need for more highly trained/skilled staff,

saves time, reduces staff workload,

food items are consistent, etc.

Disadvantage **Expect 1 complete sentence in relation to disadvantage @ 4 marks**

Ready-prepared food is more expensive,

can be awkward if there's a late or missed delivery, etc.

(c) Outline **three** factors that the manager of a delicatessen should consider when choosing a supplier of ready-prepared food items. **Expect 3 factors @ 3 marks each** (9 marks)

1. quality,

cost of food items,

reputation of supplier,

2. proximity,

variety of products available,

organic certification,

3. traceability,

produced in Ireland, etc.

(d) Suggest **three** techniques that could be used at delicatessen counters to promote new food items and attract new customers. **Expect 3 techniques @ 3 marks each** (9 marks)

1. taster portions, special offers/meal deals,

weekly/daily specials,

money-off coupons/loyalty cards

2. advertising/posters/fliers, etc.

3.

Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. As part of your Work Experience in the Leaving Certificate Applied programme, you are catering for a group of customers who are participating in an adventure sports weekend.

(a) List the sources of information you could use to help you plan the menu for the weekend for this group. **Expect 4 sources @ 1 mark each** (4 marks)

1. cookery books, school text books, internet web sites,
2. cookery programmes on television, food magazines,
3. teachers,
4. others, etc.

(b) Outline the factors that should be considered when planning meals for active sports participants. **Expect 4 factors @ 3 marks each** (12 marks)

- High energy foods, fluid requirements,
- nutritional content,
- likes and dislikes,
- dietary restrictions/allergies,
- skills of the cook/chef,
- equipment available in the kitchen,
- budget available,
- time available,
- seasonal factors, etc.
-
-
-
-
-

- (c) Plan and set out a **three** course table d'hôte menu for the group's main meal for one of the days. (20 marks)

Table D'hôte Menu

Expect 3 courses, with 2 choices in each course

Starter	2 @ 2 marks each
Main Course	2 @ 4 marks each
Dessert	2 @ 2 marks each
Balance	2 marks
Layout/sequence	2 marks

- (d) The use of 'disposables' and 'throw-aways' in catering has increased. Name **two** disposable items that could be used in catering for **each** of the following; food service, table décor, clothing and hygiene. **Expect any 8 correct items @ 1 mark each** (14 marks)

	DISPOSABLE ITEM
FOOD SERVICE	paper plates, plastic cutlery plastic
	cups, plastic glasses
TABLE DÉCOR	serviettes, paper tablecloths, etc.
CLOTHING	hair net, gloves, aprons
HYGIENE	apron, disposable, anti-bacterial wipes,
	etc.

Outline **one** advantage and **one** disadvantage of using disposable items in catering.

Advantage **Expect 1 complete sentence in relation to advantage @ 3 marks**

Saves time when cleaning, can help to make food production more hygienic

Disadvantage **Expect 1 complete sentence in relation to disadvantage @ 3 marks**

Wasteful of earth's resources plastic/paper etc. Creates more rubbish for landfill, increases disposal/rubbish costs for businesses etc.

4. As part of a class assignment you visited a local restaurant and the canteen in a local college.

- (a) Outline your findings under **each** of the following: how the variety of food on offer differed, how the service of food differed and how the cost of the food differed and the reason why the cost differed. (16 marks)

How the variety of food differed **Expect 1 correct point @ 4 marks**

Limited choice of food, may be set rotating menu in canteen,

restaurant menu may take advantage of seasonal local produce

How the service of food differed **Expect 1 correct point @ 4 marks**

canteen often uses self-service, waitress service used in restaurant,

quality of service and attention may be higher in restaurant than canteen, etc.

How the cost differed **Expect 1 correct point @ 4 marks**

canteen prices usually cheaper than prices in restaurant

Reason for cost difference **Expect 1 correct point @ 4 marks**

canteen food sometimes subsidised, overheads lower, etc.

- (b) List the job opportunities available in hotels, restaurants and catering institutions. **Expect any 6 correct job opportunities @ 2 marks each** (12 marks)

1. management,

2. kitchen staff,

3. bar staff,

4. reception,

5. services,

6. beauty and leisure

- (c) Outline the difficulties and pressures that might affect an employee in the hotel, restaurant and catering industry. (16 marks)

Expect 4 complete sentences in relation to difficulties/pressures @ 4 marks each

stress,

unsocial hours,

pressurised working environment,

difficult/hard to please customers,

downturn in the economy,

physically demanding, etc.

- (d) Name an organisation responsible for training for the hotel and catering industry. (6 marks)

Expect any correct organisation @ 6 marks

Section 3 – Hospitality in Tourism

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

5. *Hotels frequently promote good value short holiday breaks. These promotions benefit both the customer and the hotel industry.*

(a) List the benefits of these promotions to the customer **and** to the hotel. (12 marks)

Benefits to the customer **Expect 2 correct benefits @ 3 marks each**

holiday breaks often at reduced cost, customers can avail of opportunity to relax,

customer may see part of the country they didn't know before,

customer may participate in new hobbies, e.g. golf, etc.

Benefits to the hotel **Expect 2 correct benefits @ 3 marks each**

added business at off peak times, advertises the hotel,

expands customer base/encourages repeat custom, etc.

(b) How are these promotions usually advertised? (10 marks)

Expect any 5 @ 2 marks each

newspaper/magazines, tv/radio,

internet/e mail

mail shot

fliers/leaflets,

supermarket special offers, etc

(c) Outline **five** hotel facilities and services that a family with young children would look for when choosing a hotel for a short holiday break. (10 marks)

1. **Expect 5 facilities/services @ 2 marks each**
2. swimming pool, kiddies club, babysitting service,
3. laundry service, baby monitoring service,
4. flexibility in room accommodation, cots,
5. kiddies menus, etc.

(d) Describe **two** methods by which a customer can make a hotel reservation and state **one** advantage of **each** method. (10 marks)

Method 1 of making reservation **Expect name of method @ 2 marks**

Advantage **Expect 1 advantage @ 3 marks**

Method 2 of making reservation **Expect name of method @ 2 marks**

Advantage **Expect 1 advantage @ 3 marks**

(e) Explain how hotel staff could encourage repeat bookings. (8 marks)

Expect any 2 @ 4 marks each

Ensure that accommodation/food/service is of high standard,

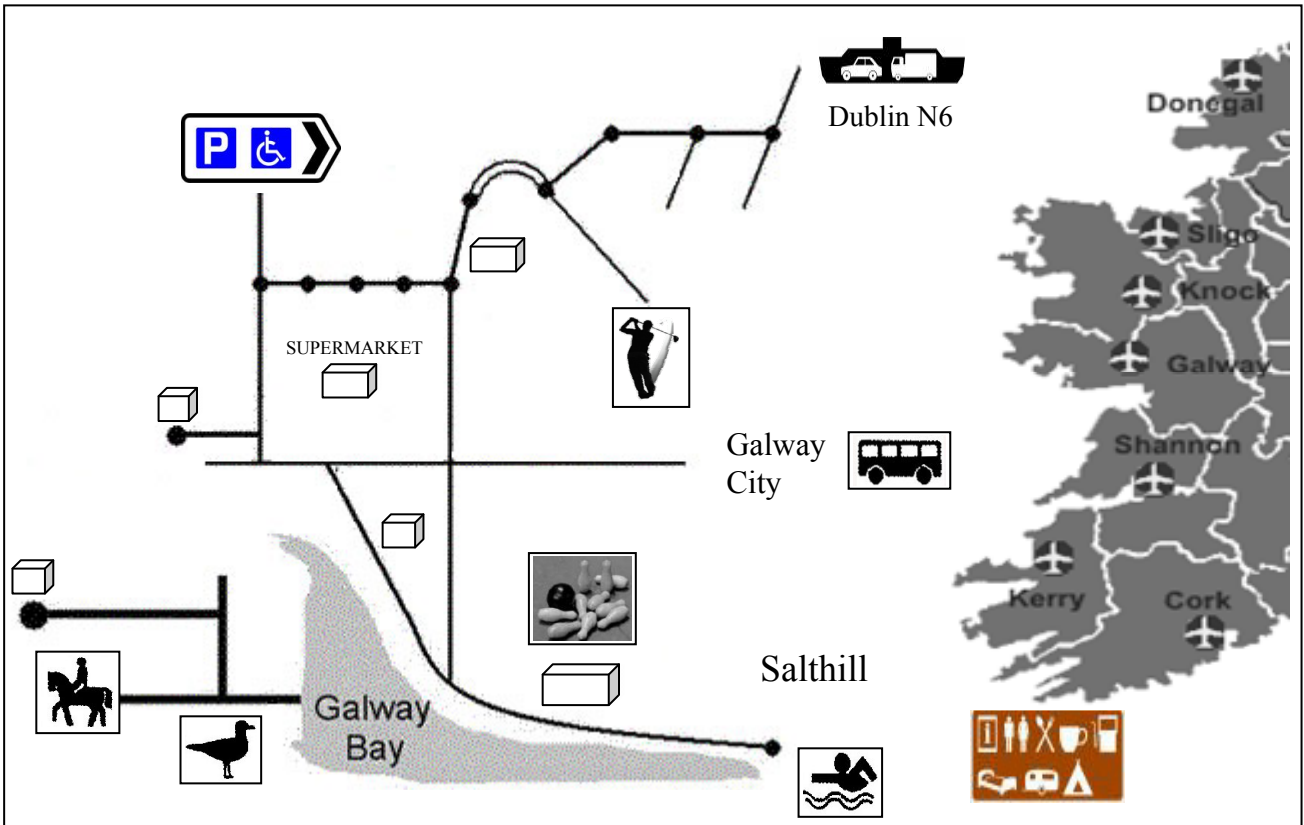
deal with problems and complaints courteously and well,

ensure guests well informed re. facilities available in the hotel,

keep e mail/postal addresses on file to contact customers with details of further offers,

etc.

6. *The West of Ireland region is a popular tourist destination for Irish and International tourists.*



Study the map above to answer (a), (b), (c) and (d).

(a) Explain what the following symbols mean.
Expect 6 correct answers @ 2 marks each

(12 marks)



catering/food available



campsite



public access toilets available



facilities for those with disabilities



petrol/diesel etc available



tourist information office

- (b) What methods of transport are available for tourists who wish to travel to the West of Ireland and tour around the region? (10 marks)

Expect 5 @ 2 marks each

plane, bus, train, ferry, private (rented) car, taxi, bicycle.

- (c) Explain why tourists would choose the West of Ireland as a holiday destination. (16 marks)

Expect 4 reasons @ 4 marks each

easy access to airports,

range of activities available in the area,

scenic area,

variety of accommodation available,

etc

- (d) What are the benefits of tourism to the West of Ireland? (12 marks)

Expect 3 benefits @ 4 marks each

increases employment in the area, boosts local economy, increases provision of

leisure/recreational facilities in the area, encourages local people to value their own

area/culture, etc.

Section 4 – Catering for Diversity

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

7. *Coronary Heart Disease is considered to be one of the leading health problems in Ireland today.*

(a) Outline the guidelines that should be followed in order to maintain a healthy heart. (12 marks)

Expect 4 guidelines @ 3 marks each

reduce intake of saturated fat, increase intake of unsaturated fat,

increase intake of high fibre foods,

reduce smoking, reduce alcohol intake,

exercise regularly, reduce stress,

include cholesterol lowering food products,

take any prescribed medication, etc.

(b) Plan a set of menus for a day suitable for a person who wishes to reduce the risk of coronary heart disease (32 marks)

Breakfast Menu

Expect 2 courses

1st course/3rd course @ 2 marks

2nd course @ 2 marks

Menu related to diet @ 2 marks

Balance @ 2 marks

Layout/sequence @ 2 marks

Lunch Menu

Expect 2 courses

1 st course/3 rd course	@ 2 marks
Main course	@ 2 marks
Menu related to diet	@ 2 marks
Balance	@ 2 marks
Layout/sequence	@ 2 marks

Dinner Menu

Expect 2 courses

1 st course/3 rd course	@ 2 marks
Main course	@ 4 marks
Menu related to diet	@ 2 marks
Balance	@ 2 marks
Layout/sequence	@ 2 marks

- (c) Comment on the nutritive value of the dinner menu. (6 marks)

Expect 2 good points on the nutritional content of the dinner menu

8. There has been a long tradition of home baking in Ireland.

(a) Name **six** different Irish traditional breads, celebration cakes and scones. (12 marks)
Expect any 6 @ 2 marks each

- | | |
|------------------------------|--------------------------|
| 1. _____ celebration cakes, | 2. _____ pancakes, |
| 3. _____ soda bread, treacle | 4. _____ scones |
| 5. _____ caraway seed, | 6. _____ barn brack, etc |

(b) The following is a recipe for traditional Irish bread; (14 marks)

450g plain flour
 ½ tsp bread soda
 25g margarine or butter
 300ml buttermilk
 1 egg

- Name the raising agent used in this recipe **Expect correct answer @ 2 marks**
- Suggest a suitable oven temperature for this bread **Expect correct answer @ 3 marks**
- How could the basic bread recipe be modified or changed in order to make a high fibre loaf, savoury bread and fruit scones.

	MODIFICATIONS / CHANGES
HIGH FIBRE LOAF	Expect any correct modification/change
	@ 3 marks
SAVOURY BREAD	Expect any correct modification/change
	@ 3 marks
FRUIT SCONES	Expect any correct modification/change
	@ 3 marks

- (c) Convenience bread and cake mixes are readily available. Give **one** advantage and **one** disadvantage of using these bread and cake mixes. (8 marks)

Advantage **Expect 1 advantage @ 4 marks**

less skills needed to make cakes and breads,

faster if cook is in a hurry, etc.

Disadvantage **Expect 1 disadvantage @ 4 marks**

higher cost, higher in salt/sugar,

often higher in additives, etc

- (d) Name a **different** food that could be served with **each** of the following: (16 marks)
Expect 8 different foods @ 2 marks each

	FOOD
BROWN SODA BREAD	
TORTILLA WRAP	
GARLIC BREAD	
CREAM CRACKERS	
PITTA BREAD	
CROUTONS	
NAAN BREAD	
CRÉPES	



Coimisiún na Scrúduithe Stáit

Marcanna Breise as ucht freagairt trí Ghaeilge

Léiríonn an Tábla thíos an méid marcanna breise ar chóir a bhronnadh ar iarrthóirí a ghnóthaíonn thar 75% d'iomlán na marcanna.

N.B. Ba chóir marcanna de réir an ghnáthráta a bhronnadh ar iarrthóirí nach ghnóthaíonn thar 75% d'iomlán na marcanna. Ba chóir freisin an marc bónais sin a shlánú **síos**.

Tábla Q

Bain úsáid as an tábla seo i gcás na hábhair a leanas:
Speisialtacht Ghairmiúil – Ostán, Lónadóireacht agus Turasóireacht

Iomlán: 200 Gnáthráta: 10%

Bain úsáid as an ngnáthráta i gcás marcanna suas go 150. Thar an marc sin, féach an tábla thíos.

Bunmharc	Marc Bónais
151 – 153	14
154 – 156	13
157 – 160	12
161 – 163	11
164 – 166	10
167 – 170	9
171 – 173	8
174 – 176	7

Bunmharc	Marc Bónais
177 – 180	6
181 – 183	5
184 – 186	4
187 – 190	3
191 – 193	2
194 – 196	1
197 – 200	0

For the examiner only

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