



Coimisiún na Scrúduithe Stáit
State Examinations Commission

Leaving Certificate Applied 2016

Marking Scheme

Hotel Catering and Tourism

Common Level

Note to teachers and students on the use of published marking schemes

Marking schemes published by the State Examinations Commission are not intended to be standalone documents. They are an essential resource for examiners who receive training in the correct interpretation and application of the scheme. This training involves, among other things, marking samples of student work and discussing the marks awarded, so as to clarify the correct application of the scheme. The work of examiners is subsequently monitored by Advising Examiners to ensure consistent and accurate application of the marking scheme. This process is overseen by the Chief Examiner, usually assisted by a Chief Advising Examiner. The Chief Examiner is the final authority regarding whether or not the marking scheme has been correctly applied to any piece of candidate work.

Marking schemes are working documents. While a draft marking scheme is prepared in advance of the examination, the scheme is not finalised until examiners have applied it to candidates' work and the feedback from all examiners has been collated and considered in light of the full range of responses of candidates, the overall level of difficulty of the examination and the need to maintain consistency in standards from year to year. This published document contains the finalised scheme, as it was applied to all candidates' work.

In the case of marking schemes that include model solutions or answers, it should be noted that these are not intended to be exhaustive. Variations and alternatives may also be acceptable. Examiners must consider all answers on their merits, and will have consulted with their Advising Examiners when in doubt.

Future Marking Schemes

Assumptions about future marking schemes on the basis of past schemes should be avoided. While the underlying assessment principles remain the same, the details of the marking of a particular type of question may change in the context of the contribution of that question to the overall examination in a given year. The Chief Examiner in any given year has the responsibility to determine how best to ensure the fair and accurate assessment of candidates' work and to ensure consistency in the standard of the assessment from year to year. Accordingly, aspects of the structure, detail and application of the marking scheme for a particular examination are subject to change from one year to the next without notice.



**Coimisiún na Scrúduithe Stáit
State Examinations Commission**

Leaving Certificate Applied 2016
Vocational Specialism
Hotel, Catering and Tourism
(200 marks)

Total Mark

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Credit

--

Friday 10 June

Afternoon 2.00 – 3.30

Marking Scheme

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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 Examiner only</i>	
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
5.	Total mark if Irish bonus awarded (3 + 4)
Note: The mark in row 3 (or row 5 if an Irish bonus is awarded) must correspond with the Total box	

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

Section 1 – Eating Out: The Fast Food Way

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

1. *The Wild Atlantic Inn*, a pub/ bar in a busy seaside town offers a choice of sandwiches, main meals, desserts and beverages to its customers.

(a) Set out the menu offered at *The Wild Atlantic Inn*. Suggest a cost for **each** food item. (22 marks)

The Wild Atlantic Inn	
<i>Sandwiches</i>	<i>Cost</i>
Expect two types of sandwiches	2 @ 2 marks each
<i>Main meals</i>	
Expect two main meals	2 @ 2 marks each
<i>Desserts</i>	
Expect two desserts	2 @ 2 marks each
<i>Beverages</i>	
Expect two beverages	2 @ 2 mark each
Expect six costs 6 @ 1 mark each	

(b) Describe **two** types of customers who would choose to eat in *The Wild Atlantic Inn*. Give **two** reasons why **each** customer might choose this option for eating out. (10 marks)

Expect two customers 2@ 1 mark each and four reasons 4 @ 2 marks each

Customer 1 _____

Reason 1 _____

Reason 2 _____

Customer 2 _____

Reason 1 _____

Reason 2 _____

- (c) Explain why the menu offered in a pub / bar is different in summer and winter.
Expect two reasons 2 @ 3 marks each (6 marks)

Foods are more available when in season,

Certain foods are cheaper when in season;

In older weather -warmer foods/ summer-salads,

To meet customer expectations i.e. at Christmas people like turkey/ Easter...lamb etc

Regular customers like and expect variety

- (d) Describe how the management and staff of a pub / bar could make the customer experience enjoyable and appealing. (12 marks)

Expect three points 3 @ 4 marks each

Comfortable decor furnishings, good quality food and beverages,

Pleasant welcoming staff,

Clean environment and public spaces –bathrooms- outside spaces/ patio area,

Food is good value for money, etc

2. The wide range of pastry available allows it to be used in many dishes.



- (a) Name a **different** dish made from **each** of the following types of pastry and give a **different** serving suggestion in **each** case. (15 marks)
Expect five different dishes made from each type of pastry 5 @ 2 marks each,
Expect five different serving suggestions 5 @ 1 mark each

Types of Pastry	Dish	Serving Suggestion
Shortcrust pastry		
Wholemeal pastry		
Puff pastry		
Choux pastry		
Filo pastry		

- (b) Name **three** ingredients in pastry. (6 marks)
Expect three ingredients 3 @ 2 marks each
 1. *Flour* 2., *fat, (butter margarine suet)*
 3. *egg, sugar, water*

- (c) Describe the guidelines that should be followed when preparing and baking pastry. (21 marks)

Expect four points 4 @ 3 marks each

Preparing _____



_____ *Use cold ingredients, weigh accurately, sieve flour,*

_____ *Rub in /add butter/margarine correctly, handle lightly and as little as possible,*

_____ *Ensure hands are cool, allow pastry to relax in the fridge, roll in one direction only,*

_____ *avoid stretching the pastry, glaze as appropriate etc*

_____ *Choux pastry: bring water to the boil, shoot in flour, beat well after each addition etc*

Baking _____
Expect three points 3 @ 3 marks each



Preheat oven, line tin, glaze as appropriate, bake at high temperature, adjust temp,

Time baking carefully, cool on wire tray or in tin as appropriate, etc

Choux pastry; use a dampened tin, slit to allow the steam to escape etc.

(d) Explain what is meant by **each** of the following. (8 marks)
Expect two explanations 2 @ 4 marks each

Glaze

Brushing with egg or milk before baking to create a brown attractive appearance

when baked

Baking blind

Using greaseproof paper, with rice or baking beans on top, while baking

to create a flat pastry case.

Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. You and a friend are planning and catering for a 5th birthday party for a group of twenty children.

(a) Outline the factors that would influence you when deciding what foods / dishes to prepare and serve for the occasion. (18 marks)

Expect 6 factors 6 @ 3 marks each

Cost, time available, skills of the cooks, equipment available, number of guests,

Tastes of the guests, foods appropriate to the birthday, time of the year

Foods appropriate to the ages of the guests, dietary restrictions, style of service. etc

(b) Plan the menu for the event. (12 marks)

Party Menu

Expect	two savoury dishes	2 @ 2 marks each
	two sweet dishes	2 @ 2 marks each
	one beverage	1 @ 2 marks

Menu Format 2 marks



- (c) Describe the safety precautions that should be taken to reduce the risk of accidents when preparing and serving the food for the party **and** the safety precautions for guests attending the party. (12 marks)

Safety precautions when preparing and serving food _____
Expect three safety precautions 3 @ 2 marks each

Be careful with sharp knives, avoid carrying hot water in the kitchen,
Use oven gloves, wear protective clothing, wipe up spills at once,
Use electrical equipment safely, Turn off appliances when not in use, etc
Turn saucepan handles in, never run in the kitchen,,
Do not leave saucepans with hot fat unattended, First Aid box, etc

Safety precautions for guests _____
Expect three safety precautions 3 @ 2 marks each

Be aware of any food allergies,
Remove all bones from food which might be a choking hazard,
No running indoors, be careful not to slam doors,
Don't leave jackets/ toys carelessly on the floor
Remove all bones from food which might be a choking hazard,
Keep cleaning agents and medicines away from children etc.

- (d) Explain how you would treat the following injuries. (8 marks)
Expect two explanations 2 @ 4 marks

Minor burn

Remove tight clothing / jewellery, immerse immediately in cold water,
Leave for 10 mins, use burn spray or gel as directed, to reduce infection cover with a clean dressing, do not burst blisters

Nose bleed

Sit patient down, hold tissue to nose till the bleeding stops, Apply light pressure or something cold to bridge of the nose, do not lie the patient back etc

4. An award winning restaurant run by a well-known *Celebrity Chef* offers a table d'hôte dinner menu and an à la carte dinner menu.



(a) How does a *Celebrity Chef* become well known?
Expect explanation @ 5 marks

(5 marks)

Through television cookery programmes, cookery presentations, judging cookery competitions, writing books / articles, celebrity guests on chat/reality shows etc

(b) Profile this restaurant under the following headings:

(12 marks)

Decor of the premises _____
Expect two points 2 @ 2 marks each

Quality of the food _____
Expect two points 2 @ 2 marks each

Cost _____
Expect one point 1 @ 4 marks

(c) Explain the following terms:
Expect three explanations 3 @ 4 marks each

(12 marks)

Table d'hôte _____
Type of menu- It has limited choice at a set price, usually cheaper than à la carte

À la carte _____
Menu with more choice, all foods item/ courses are priced separately, more expensive

Order docket _____
Slip of paper used to record food order taken from customers to give to kitchen staff, cooking instructions, bill is calculated from the docket

- (d) Describe the personal qualities, skills and qualifications that are needed by staff to work in this restaurant (12 marks)

Personal qualities _____

Expect two points 2 @ 3 marks each

Skills _____

Expect one point 1 @ 3 marks

Qualifications _____

Expect one point 1 @ 3 marks

- (e) Explain how this restaurant benefits the local community. (9 marks)
Expect three points 3 @ 3 marks each

Increases local employment as local people work in the restaurant,

Publicises the area/increases visitor numbers for other tourist attractions in the area,

Creates more employment in spin off businesses accommodation etc

Creates a feel good factor/ people feel better about their local area, etc

Section 3– Hospitality in Tourism

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

5. Over 25,000 people will travel to Dublin for the *Aer Lingus American College Football Classic* game in the Aviva Stadium on September 3rd 2016.

“There is no better welcome than an Irish welcome.”



(www.aerlingus.com)

(a) Explain what is meant by an *Irish welcome*. (4 marks)
Expect explanation 1 @ 4 marks

Well known, warm friendly welcoming reception shown by Irish people to tourists/ guests

(b) Name **four** other sporting events held in Ireland which attract tourists. (12 marks)
Expect any four other sporting events 4 @ 3 marks each

1. _____ 2. _____
GAA matches, Rugby tournaments, Soccer internationals, Irish Grand National, Dublin Horse Show, Irish Open, etc
3. _____ 4. _____

(c) Outline the reasons for the following: (18 marks)

Why the Aviva stadium was chosen for the event? _____
Expect 2 reasons 2 @ 3 marks each

Large stadium, high quality facilities, easy transport links,

Commonly holds large events, etc

Why Dublin is a suitable city for the event? _____
Expect 2 reasons 2 @ 3 marks each

International airport many direct and interconnecting flights, lots of accommodation, Americans has an affinity with Ireland/ Dublin,

Good transport, lots of other activities and attraction in the area, etc

Why Aer Lingus chose to sponsor the event? _____

Expect two points 2 @ 3 marks each

The airline has regular flights between America and Ireland,

Aer Lingus is seen as the national carrier, acts as a form of advertising, etc

(d) Name and describe **four** tourist activities / attractions in Dublin. (16 marks)

Expect four names 4 @1 mark each and four descriptions 4 @ 3 marks each

Name of activity / attraction 1 _____

Description _____

Name of activity / attraction 2 _____

Description _____














Name of activity / attraction 3 _____

Description _____

Name of activity / attraction 4 _____

Description _____

6. The following is a section of the Galway to Dublin train timetable.

Galway- Dublin							
		 MON TO FRI	   MON TO SAT	  MON TO SAT	  MON TO SAT	  MON TO SAT	   MON TO SAT
GALWAY	Dep	05.30	07.30	11.05	13.05	15.05	19.20
Oranmore	Dep	05.38	07.38
Athenry	Dep	05.47	07.47	11.25	13.22	15.22	19.36
Woodlawn	Dep	05.59	15.36	19.54
Ballinasloe	Dep	06.09	08.07	11.47	13.45	15.47	20.09
ATHLONE	Dep	06.27	08.25	12.05	14.04	16.05	20.26
Clara	Dep	06.42	..	12.27	14.25	16.23	20.42
Tullamore	Dep	06.51	08.48	12.36	14.38	16.32	20.52
Portarlinton	Dep	07.09	09.06	12.55	15.05	16.51	21.09
Kildare	Dep	07.23	17.04	..
DUBLIN Heuston	Arrive	08.01	09.47	13.40	15.43	17.42	21.47



Bus link to / from Dublin City Centre



Bus link to/ from Dublin Airport



Luas Tram link to / from Dublin City & Connolly Station



First class



Follow us
on facebook



Standard class



Limited bicycle accommodation on all services check irishrail.ie/your_journey/bicycle_information.asp

(a) Using the timetable above, answer the following questions. (26 marks)

Expect two departure times 2 @ 2 marks each

Departure time of first train from Galway 5.30

Departure time of last train from Galway 19.20

Explain what the following symbols on the timetable mean.

Expect four explanations 4 @ 3 marks each



Luas tram link



bus link to Dublin airport



tea and coffee facilities



First class

Which train would you recommend for a tourist who wishes to travel from Galway to Dublin to arrive in Dublin as close as possible to 18.00 hrs.

Expect departure time and arrival time 2 @ 3 marks each

Depart Galway 15.05

Arrive Dublin 17.42

What advice would you give to a passenger who wishes to bring a bicycle on board?

Expect advice 1 @ 4 marks

To contact the rail service before travelling to ensure they can accommodate the bike

(b) Outline **three** advantages and **three** disadvantages of travelling by train. (18 marks)

Expect three advantages 3 @ 3 marks each

Advantages

1. _____

Easier than driving, No traffic delays, wifi available, can sleep on the train, can do work on the train

Tea / coffee/ food available, certain people have reduced fares / free travel, etc

2. _____

3. _____

Disadvantages

Expect three disadvantages 3@ 3 marks each

1. _____

More expensive for large groups travelling together than a car,

Further transport may be needed to destination, difficult to bring lots of luggage,

Limited routes, some trains are slow, etc

2. _____

3. _____

(c) Name the organisation that operates train services in Ireland. (6 marks)

Expect name @ 6 marks

Irish rail / Trans link

Section 4– Catering for Diversity

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

7. People can be diagnosed with a disease where their body cannot tolerate a protein called gluten.

(a) Name this disease. (4 marks)
Expect coeliac disease 1 @ 4 marks

(b) Name **two different** types of foods which should not be eaten by people who cannot tolerate gluten. In each case suggest a gluten free alternative food. (8 marks)
Expect two different foods which should not be eaten and two gluten free alternative foods (2@ 2) x2 marks each

Foods which should not be eaten	Gluten free alternative food
1. <i>Wheat flour biscuits, cakes, breads</i>	1. <i>gluten free bread/ cakes/ biscuits</i>
2. <i>Stuffing, sausages, pasta, gravy, sauces, breaded meats etc</i>	2. <i>gluten free pasta/ noodles, rice, potatoes etc</i>

(c) Plan a **two course** breakfast menu and a **two course** packed lunch menu suitable for a person who cannot tolerate gluten. (26 marks)

Breakfast Menu

Expect 2 courses

1st/3rd course @ 3 marks

Main course @ 4 marks

Balance @ 2 marks

Menu related to diet @ 4 marks

Packed Lunch Menu

Expect 2 courses

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

Expect menu format @ 2 marks

- (d) Evaluate the nutritive value of the **lunch** menu you have planned. (6 marks)
Expect 2 points 2 @ 3 marks each

- (e) Sketch and describe the *gluten free symbol* found on gluten free products. (6 marks)
Expect description at 3 marks and sketch @ 3 marks

Description

8. Irish beef and lamb are popular ingredients in Irish and International cuisine.



(a) Explain why beef and lamb are popular ingredients in Irish and International cuisine. (12 marks)

Expect 4 points 4 @ 3 marks each

Versatile, traditional in Ireland, our climate means they are easily produced, nutritious,

Suits all budgets-cheaper types and cuts of beef and lamb available, tasty/good flavour,

Relatively easy to prepare/cook, etc

(b) Name **two** nutrients found in beef and lamb and give the function of **each** nutrient. (8 marks)

Expect name of nutrient 1@ 2 marks

Nutrient 1 _____

Expect function 1@ 2 marks

Function _____

Expect name of nutrient 1@ 2 marks

Nutrient 2 _____

Expect function 1@ 2 marks

Function _____

- (c) Name a **different** country associated with **each** of the following beef and lamb dishes. Suggest a **different** accompaniment suitable for **each** dish. (21 marks)
Expect the name of a different country in each case 7 @ 1 mark each and a different accompaniment in each case 7 @ 2 marks each

Dish	Country	Accompaniment
Roast Leg of Lamb		
Beef burger		
Lasagne al Forno		
Lamb Roghan Josh		
Steak and Kidney Pie		
Beef Satay		
Chilli con Carne		

- (d) Choose **one** of the above beef or lamb dishes and describe **three** ways of maximising the flavour of the dish. (9 marks)

Name of Dish _____

Expect three descriptions 3 @ 3 marks each

1. _____

Browning the meat well for flavour, correct seasoning, marinating,

Avoid overcooking/ burning, slow cooking to intensify the flavour,

Addition of herbs, spices, chilli, soy sauce, etc

2. _____

3. _____

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