



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2005

Total Mark

Marking Scheme & Sample Answers

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

Credit

Friday, 10 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.
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; width: 150px; margin: 0 auto;"> <p style="margin: 0;">Centre Stamp</p> </div> <div style="border: 1px solid black; width: 150px; height: 40px; margin: 10px auto; border-radius: 50%;"></div>	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 awarded if Irish Bonus. (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 answerbook.	

Section 1 – Eating Out: The Fast Food Way

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

1. Pastry is often used as part of the food items served in Fast Food outlets.

(a) List **three** savoury food items and **three** sweet food items sold in Fast Food outlets, which have pastry as a main ingredient. (12 marks)

Expect 3 savoury foods @ (2) marks each and 3 sweet foods @ (2) marks each.

SAVOURY FOODS	SWEET FOODS
1. Quiche	1. Apple Tart
2. Sausage Rolls	2. Profiteroles / Eclairs
3. Spring Rolls	3. Cream Slice

(b) Outline the guidelines which should be followed in order to ensure success when making pastry. *Expect 4 points @ (3) marks each.* (12 marks)

- Keep everything cold, work surfaces, utensils, ingredients etc.
 - Weigh the ingredients accurately
 - Handle pastry as little as possible
 - Chill pastry before baking.
 - Pre-heat oven to correct temperature.
 - Add water to mixture very carefully
 - Never stretch the pastry
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(c) Name **three** different types of pastry. *Expect 3 types @ (3) marks each.* (9 marks)

1. Shortcrust Pastry
2. Choux Pastry
3. Flaky Pastry

(d) List the **three** main ingredients in any **one** type of pastry. (9 marks)
Expect 3 ingredients @ (3) marks each.

Type of pastry eg. Shortcrust Pastry

- Ingredients
1. Flour
 2. Fat
 3. Water

(e) Explain any **two** of the following; *Expect 2 explanations @ (4) marks each.* (8 marks)

Pastry Case is when the pastry is formed into a shape which can hold a filling.

The pastry is usually baked or part baked before the addition of the filling.

Baking Blind is when the pastry case is baked without any filling. The pastry can

either be partially cooked before adding the filling or fully cooked if the filling does not

require further cooking.

Glazing is beaten egg, or other liquid (eg. Sugar syrup) which is applied to food to

produce a glossy coating when set.

2. Frying is a method of cooking which is commonly associated with Fast Food outlets.

(a) Name **six** foods which are usually fried for service in Fast Food outlets. (6 marks)

Expect 6 foods @ (1) mark each.

1. Chips 2. Burgers
3. Chicken Nuggets 4. Fish
5. Onion rings 6. Sausages

(b) 1. Explain why some foods are coated before they are fried. (6 marks)

Expect 3 reasons @ (2) marks each.

- to protect the food from the very high temperature.
- to add flavour/texture
- to prevent food from breaking up eg. Fish.

2. Name **two** food items which are usually coated before frying. Suggest a different coating for **each** food item you have named. (8 marks)

Name 2 food items @ (2) marks each and 2 coatings @ (2) marks each.

FOOD ITEM	COATING
1. Fish	1. Batter
2. Chicken pieces	2. Egg and Breadcrumb

(c) Explain the term *stir fry* and name an item of equipment in which food can be stir fried. (6 marks)

Explain the term stir fry @ (4) marks, name piece of equipment @ (2) marks.

Stir fry Food is cooked in a little oil in a round-bottomed pan called a wok. It is a quick method of cooking and is suitable for strips of meat and vegetables.

Item of equipment Wok / Frying pan.

(d) List the rules which should be followed to ensure safety when frying food. (12 marks)
Expect 4 rules @ (3) marks each.

- Never leave pan/deep fryer unattended
 - Do not overfill the pan
 - Do not allow oil/fat to overheat
 - Dry food before frying to prevent splatters
 - Wear protective clothing
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(e) Give detailed instructions for cleaning a deep fat fryer. (12 marks)
Expect 6 points @ (2) marks each.

Eg. Switch off /plug out. Empty oil. Remove removable parts. Wash in hot soapy water. Rinse and dry.

Wash inside of fryer using hot soapy water, and scrubbing brush. Rinse and dry.

Wash outside of fryer using cloth wrung out of hot soapy water. Rinse and dry. Replace parts.

- expect at least one point re. plug out/ switch off/disconnect

Section 2 – Eating Out: Hotels, Restaurants and Institutions

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

3. School canteens can increase the variety of foods available to students.

(a) Outline **four** guidelines which should be followed when planning menus for a school canteen. (12 marks)

Expect 4 guidelines @ 3 marks each.

1. The menu should be nutritionally balanced providing foods from all of the food groups.
2. The menu should provide for a variety of tastes and special dietary needs.
eg. Vegetarian options
3. The dishes should offer a variety of colour, flavour, texture and methods of cooking.
4. The dishes chosen should be able to be prepared in advance.

(b) Plan a **three** course lunch menu suitable for service in a school canteen. (12 marks)

Lunch Menu

Expect 3 courses.

Starter (3) marks

Main course (4) marks

Dessert (3) marks

Correct layout/presentation and sequence (2) marks.

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

Deduct max (2) marks for lack of balance.

Deduct max (2) marks for lack of variety.

*Deduct (2) marks if main course dish instead of main **course**.*

- (c) Suggest the most appropriate method of serving any **two** menu items you have planned. (8 marks)

Menu Item 1 eg. Vegetable Soup

Method of service *Expect 2 points on method of service @ 2 marks each.*

eg. In a polystyrene container with a disposable spoon and a serviette.

Menu Item 2 eg. Chicken Curry and Boiled Rice

Method of service *Expect 2 points on method of service @ 2 marks each.*

Eg. On a polystyrene plate. The rice around the edge and the chicken curry in the centre. The cutlery could be wrapped in a serviette.

- (d) In order to retain food at its correct temperature, suggest the most appropriate storage place for **each** of the foods listed below: (10 marks)

Food	Place of Storage
Fresh cream buns	Refrigerator
Hot mashed potato	Bain Marie, Oven
Ice cream cake	Freezer
Hot soup	Soup Kettle, Bain Marie
Tossed salad	Refrigerator

- (e) 1. Give the correct temperature setting for a fridge. (4 marks)

The temperature should be between 0°C to 5°C

2. State why it is important to keep the fridge at this temperature. (4 marks)

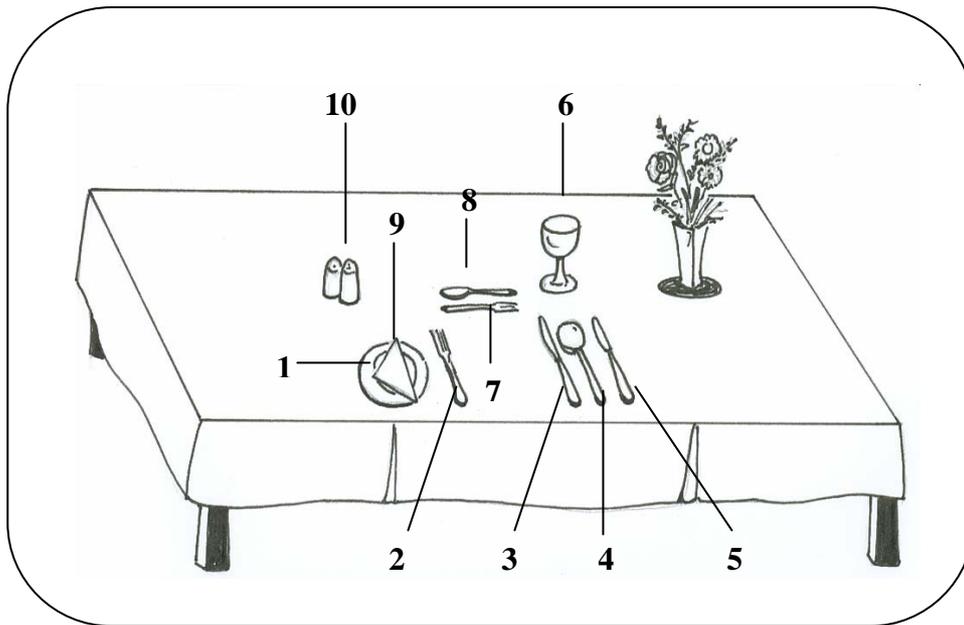
Expect 1 point for 4 marks.

Cool temperatures. Slow down the rate at which bacteria grow.

4. Table setting is an important duty of a waitress/waiter.

(a) Identify **each** item in the table setting illustrated below.

(10 marks)



Expect 10 named items @ 1 mark each.

1 Side plate

2 Dinner Fork

3 Dinner knife

4 Soup Spoon

5 Bread Knife

6 Wine glass

7 Dessert Fork

8 Dessert Spoon

9 Serviette

10 Salt and Pepper

(b) Apart from table setting list **five** other duties carried out by waitresses/waiters.

(10 marks)

Expect 5 duties for 2 marks each.

1. Taking food/drink orders.

2. Serving food/drinks to customers.

3. Meeting/greeting/seating customers.

4. Calculating customer bills.

5. Handling customer complaints/compliments

(c) List the rules that should be observed in order to ensure a high standard of hygiene when serving food. (12 marks)

Expect 4 points @ 3 marks each.

- Hands should be spotlessly clean. Hands should be thoroughly washed after using toilet, after handling waste food, coughing, sneezing, after smoking, creating or carrying out a cleaning task.
- Hair should be clean and tied back.
- Keep nails trimmed and clean.
- Do not handle the inner parts of crockery or glasses.
- Do not cough, sneeze onto food.
- Do not handle food which is about to be served.

(d) Complete the following sentences. (6 marks)

1. Desserts should be served to the customer's left hand side.
2. Drinks should be served to the customer's right hand side.
3. Plates should be cleared from the customer's right hand side.

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

Expect 3 explanations @ 4 marks each.

Buffet Food items laid out on a sideboard or table from which customers may help themselves.

Counter service A counter which acts as a food storage area and from which food can also be served.

Found in chip shop takeaways etc.

Carvery A restaurant with cooked joints of meat displayed and carved as required, in front of customers.

Also found in pubs serving food.

Section 3 – Hospitality in Tourism

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

5. The following advertisements appeared in the *Hotel Breaks* section of a daily newspaper.

THE PLAZA HOTEL & SPA	OLD STATION HOTEL	UPTOWN HOUSE HOTEL	SEASIDE LODGE HOTEL
Indulge..... Radiate..... Glow.....	Weekend specials Under 12's FREE	**** 4 star luxury Great Food Relaxing Atmosphere	1D/B/B €65.00 p.p.s
2 night package €150.00 p.p.s	CHILDREN'S CLUB LEISURE CENTRE	GOLDEN YEARS SPECIAL	NO SINGLE SUPPLEMENT
FREE BEAUTY TREATMENT.	Call now or Book Online	Book 2 nights stay 3 rd night free	Fishing, Cycling Golf, Hiking

(a) From the advertisements above, choose the hotel break which you would consider most suitable for **each** of the following. Give reasons for your choice. (20 marks)

Expect name of hotel @ (2) marks and reasons @ (3) marks.

1. A fun weekend for parents and two children, aged five and seven.

Name of hotel Old Station Hotel

Reasons Under 12's are free, children's club available, leisure centre.

2. A wedding anniversary break for an elderly couple.

Name of hotel Uptown House Hotel

Reasons Relaxing atmosphere suitable for elderly couple.

Golden Years Special indicates reduction for older people.

3. An active weekend for a for a single person.

Name of hotel Seaside Lodge Hotel

Reasons No single supplement, plenty activities nearby.

4. A pampering weekend for a group of women.

Name of hotel The Plaza Hotel & Spa

Reasons Health Spa in hotel may be of interest to the women, also free beauty treatment.

(b) In relation to hotel accommodation, explain **each** of the following; (12 marks)
Expect 4 explanations @ (3) marks each.

1. **P.P.S.** Per person sharing

2. **D/B/B** Dinner / Bed / Breakfast

3. **Single Supplement** Additional payment which may be applied when one person occupies double room.

4. **Book Online** To reserve accommodation over the internet / by e-mail

(c) Explain what you understand by the term *star rating*. (4 marks)
Expect one explanation @ (4) marks.

Hotels are inspected and assessed on the basis of the facilities available and the standard of service. The appropriate star rating is then awarded, can be from 1 star to 5 star.

(d) List **three** facilities which you would expect to find in a leisure centre. (6 marks)
Expect 3 facilities @ (2) marks each.

1. Swimming pool

2. Gym

3. Sauna/ Creche/ Kids club/Spa/ Sunbed etc.

(e) List the information a hotel receptionist would require from a customer when a reservation is being made. (8 marks)
Expect 4 points @ (2) marks each.

1. Name

2. Address

3. Date of reservation, Number of guests.

4. Number of nights required, Credit Card details.

6. You are planning to make a promotional film about Ireland for the American market.

(a) Give the name and location of **two** Irish tourist attractions which you would include in the film. Give reasons for your choice. (12 marks)

Attraction 1 _____ (2) marks _____ County _____ (2) marks _____

Reasons for choice _____ *Expect 1 reason @ (2) marks each* _____

Attraction 2 _____ (2) marks _____ County _____ (2) marks _____

Reasons for choice _____ *Expect 1 reason @ (2) marks each* _____

(b) Design an informative poster which could be used to advertise **one** of the tourist attractions you have named. (12 marks)

Name of tourist attraction _____

Poster

Expect the following:

Name of attraction (2) marks.

General Information (6) marks.

3 items general information @ (2) marks each.

Eg. Location, Opening hours, entry fee,

Design / layout / presentation (4) marks.

(c) As well as posters and films, describe **three** other methods of promoting Ireland as a tourist destination. (12 marks)

Expect 3 methods @ (4) marks each.

1. Set up a stand at a holiday fair, providing information, booking services etc.

2. Books / brochures providing information on Ireland.

3. Display aspects of Irish culture eg. Irish dancing display, tasting of Irish foods / drink
Irish Food Festival.

(d) Outline the importance of attracting tourists to Ireland. (10 marks)

Expect 2 points @ (5) marks each.

● Economic benefits – tourists bring in extra money – provides employment in
tourist industry.

● Tourism contributes to increased provision of leisure / recreational
facilities.

● Tourism encourages an awareness of local natural resources / cultural heritage.

(e) Name the organisation with responsibility for the promotion of Ireland as a tourist destination. (4 marks)

Organisation Irish Tourist Board / Fáilte Ireland.

Section 4 – Catering for Diversity

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

7. (a) Write an informative note on **each** of the following; (8 marks)

Expect a note on each @ 4 marks each.

Vegan is a vegetarian who does not eat meat, fish poultry or any animal produce

Eg. Eggs, cheese or milk. A vegan's diet is composed of fruit, vegetables, nuts and cereals.

Lacto-vegetarian do not eat meat, fish or poultry but will eat animal produce eg. Eggs,
cheese and milk.

(b) From a nutritional point of view, give **two** advantages and **two** disadvantages of a vegetarian diet. (12 marks)

Expect 2 advantages @ 3 marks each.

Advantages of a vegetarian diet

1. A vegetarian diet is high fibre which can prevent bowel disorders.

2. Vegetarian diets have a lower saturated fat intake and this may help prevent coronary
heart disease.

Disadvantages of a vegetarian diet

Expect 2 disadvantages @ 3 marks each.

1. Lack of B-group vitamins which are found in meat and meat produce.

2. A vegetarian diet may lack iron which is found in meat and meat produce.
May lack calcium if dairy produce has been excluded.

(c) Plan and set out a **three** course dinner menu for a person on a vegan diet.

(16 marks)

Dinner Menu

Expect 3 courses

Starter (4) marks
Main course (6) marks
Dessert (4) marks

Correct layout / presentation and sequence (2) marks

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

Deduct max. (2) marks for lack of balance.

Deduct max. (2) marks for lack of variety.

Deduct (2) marks if main course dish instead of main course.

(d) Evaluate the nutritive value of the dinner menu you have planned.

(9 marks)

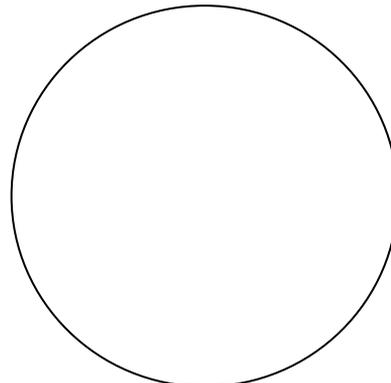
Expect 3 points @ 3 marks each.

● Expect macronutrients, micronutrient and any one other nutrient or food group

● Where nutrient / food group is named only – allow 1/3.

(e) Sketch the symbol, in the space provided, which would indicate that a food product is suitable for a vegetarian.

Sketch



(5 marks)

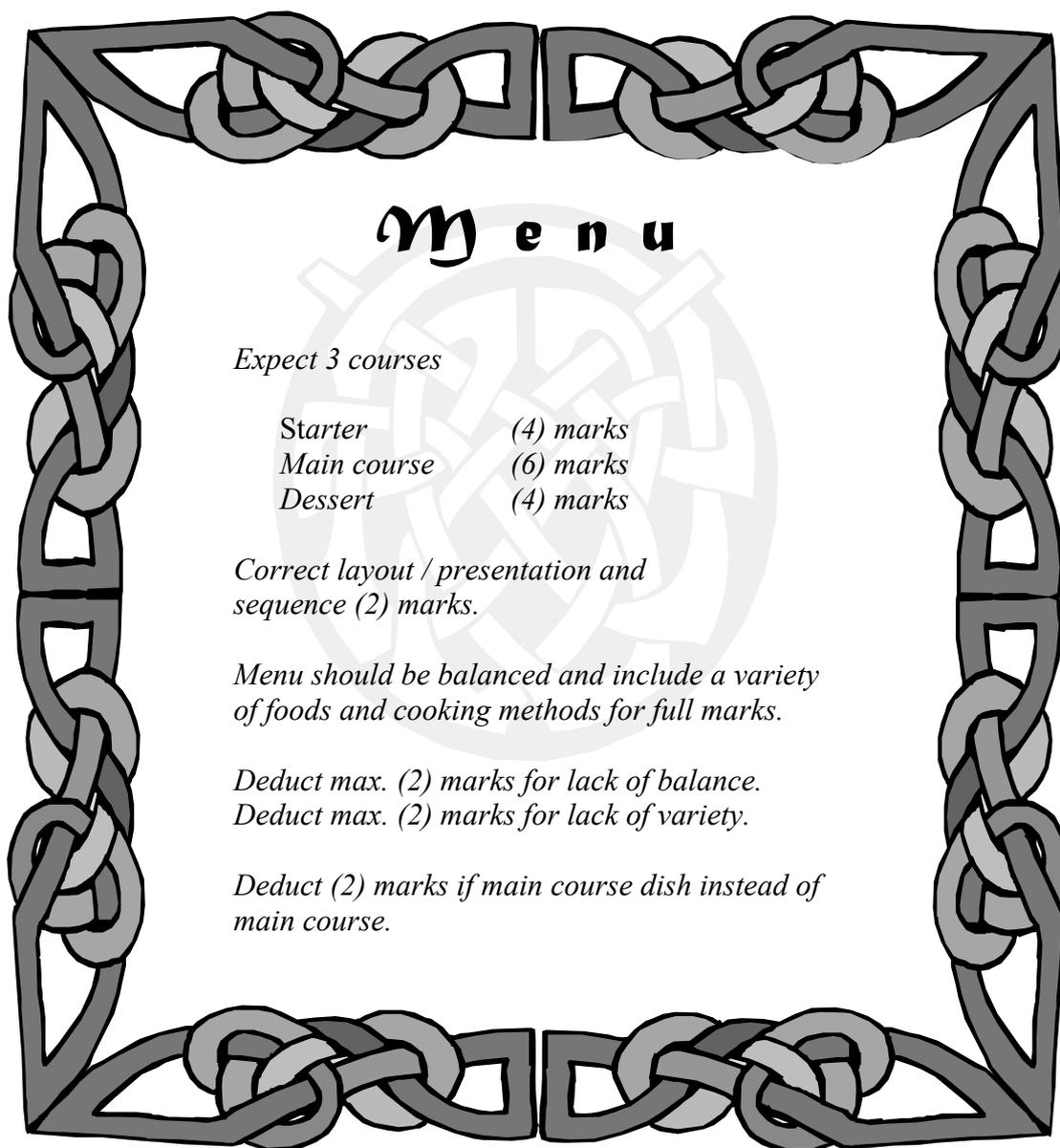
8. You and your friends have decided to invite exchange students to an *Irish night* in your local Community Hall.

(a) Suggest **four** imaginative ways by which the theme “Irish night” could be emphasised. (12 marks)

Expect 4 points @ 3 marks each.

1. Irish music playing in the background.
2. Use of the Irish flag / colours for napkins etc.
3. Menu printed in Irish.
4. Have traditional Irish dancers in costume.

(b) Plan a buffet dinner menu for the Irish night, to include traditional Irish dishes. (16 marks)



M e n u

Expect 3 courses

<i>Starter</i>	<i>(4) marks</i>
<i>Main course</i>	<i>(6) marks</i>
<i>Dessert</i>	<i>(4) marks</i>

Correct layout / presentation and sequence (2) marks.

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

Deduct max. (2) marks for lack of balance.
Deduct max. (2) marks for lack of variety.

Deduct (2) marks if main course dish instead of main course.

(c) Give details of how you would prepare **one** of the menu items listed. (7 marks)

Menu item Name of item.

Preparation Expect any points relating to the preparation of the above named item.

(d) Insert **three** essential items of information which should be included on this invitation. (9 marks)

Expect 3 items @ 3 marks each.



(e) Explain why it is important for the organisers of the Irish night to receive replies to the invitations. (6 marks)

Expect 3 points @ 2 marks each.

It is important so the organisers have 1. sufficient food and drinks for the event.

2. Staff to cater for the event. 3. have sufficient cutlery / plates / cups etc.

4. have sufficient tables, chairs etc.

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For the examiner only

Question	Mark
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8	
<i>Total</i>	