

**2002 HSC Notes from
the Marking Centre
Hospitality Operations**

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Contents

Section I – Core	5
Section II	6
Section III	8

2002 HSC NOTES FROM THE MARKING CENTRE

HOSPITALITY OPERATIONS

Introduction

This document has been produced for the teachers and candidates of the Stage 6 course in Hospitality Operations. It provides comments with regard to responses to the 2002 Higher School Certificate Examination, indicating the quality of candidate responses and highlighting the relative strengths and weaknesses of the candidature in each section and each question.

It is essential for this document to be read in conjunction with the relevant syllabus, the 2002 Higher School Certificate Examination, the Marking Guidelines and other support documents, which have been developed by the Board of Studies to assist in the teaching and learning of Hospitality Operations.

General Comments

In 2002, approximately 5800 candidates attempted the Hospitality Operations examination.

Teachers and candidates should be aware that examiners might ask questions that address the syllabus outcomes in a manner that requires candidates to respond by integrating their knowledge, understanding and skills developed through studying the course. This reflects the fact that the knowledge, understanding and skills developed through the study of discrete sections should accumulate to a more comprehensive understanding than may be described in each section separately.

Candidates need to be mindful of the rubric at the commencement of Section III that is employed to assess responses.

Section I – Core

Part A – Multiple choice

Question	Correct Response
1	C
2	B
3	C
4	D
5	A
6	A
7	A
8	C

Question	Correct Response
9	B
10	A
11	A
12	D
13	D
14	C
15	D

Section II

Specific Comments

Question 16

This question asked candidates to list two personal presentation standards required of a hospitality employee and then to explain why it is important to maintain these standards for the employer and the customer. This question was generally well answered.

- a) When listing the personal presentation standards the typical response included clean uniform, good personal hygiene, hair neatly tied back, well-groomed and minimal jewellery. Some candidates listed interpersonal skills, communication skills and personal attributes rather than personal presentation standards.
- b) When explaining the importance of maintaining these standards for the employer and the customer, poorer responses were unable to differentiate between employers and employees and tended to only relate the importance of standards to either the employer or customer.

The better responses fully explained the importance of personal presentation standards to both employers and customers. Answers included business reputation, OH&S requirements and repeat business for the employer. For the customer answers included meeting customer needs, expectations and customer satisfaction.

Question 17

Candidates were required to name a security risk and describe a precaution for this risk. The question then required the candidate to discuss the implications of breaches in security for both employees and employers.

- a) The majority of candidates correctly identified a relevant security risk and were able to describe suitable precautions. The poorer responses identified safety risks rather than security risks.
- b) The majority of candidates were able to identify basic implications of security risks such as loss of job or reduced profit. The better responses were able to clearly use examples that flowed on from each other, for example the image of an establishment can be diminished resulting in loss of patronage and reduced profits and therefore possible job loss for employees.

A number of candidates failed to identify implications for both the employers and the employees with many candidates simply listing general implications that may apply to both.

Question 18

This question required the candidates to outline a duty and a responsibility of a hospitality entry-level employee. The candidate was also asked to explain the inter-relationship of two hospitality functional areas.

- a) Better responses tended to state an entry level position and go on to clearly outline a duty and a responsibility.

Poorer responses made general statements such as meet customer needs, or did not know what an entry level employee was and stated duties and/or responsibilities for more senior positions like a chef or manager.

Many candidates listed several duties or responsibilities and were unable to identify the difference between the two.

- b) Overall the majority of the candidates answered this part of the question poorly. A large number of responses did not use industry specific terminology and were unable to correctly name the functional areas as listed in the syllabus. Many candidates confused functional areas with sectors and departments, or they discussed the interrelationship between persons and/or places such as receptionist and function room rather than Front Office and Food and Beverage.

Better responses correctly named two of the functional areas and demonstrated a clear understanding of the activities carried out by each and the interrelationship between them.

Many responses gave only one example of how the activities of one functional area impacted on another. The most common link was between Front Office and Housekeeping or Food Production and Food and Beverage.

Poor responses described the activities of one or two functional areas without making any relationship between them evident.

Question 19

This question required candidates to clearly define the term ‘environmental hygiene’ and provide two sources of food contamination caused from poor environmental hygiene. The candidates were then required to state the name of a law or regulation and demonstrate their understanding of the legislation and its implications for the maintenance of environmental hygiene standards.

- a) Better responses defined the term environmental hygiene by relating the physical surroundings, such as buildings, furniture, fixtures and equipment to the importance of keeping them in good condition so as not to harbour any dirt, pests or bacteria that may cause illness or injury to other people. Some candidates confused environmental hygiene with personal hygiene.
- b) Many candidates failed to relate their answer to a source of food contamination and listed types of bacteria or personal hygiene requirements. Some responses outlined food preparation procedures that would limit food contamination, thus failing to recognise the environmental

aspect. Typical responses outlined unclean chopping boards and benches, pests that carry bacteria, dirty cooking utensils and unclean food storage areas.

- c) Better responses were able to identify an appropriate law or legislation that applied to environmental hygiene. Their discussion included appropriate use of industry terminology and a thorough knowledge of the law/ legislation and its relationship to maintaining environmental hygiene of the workplace.

The mid-range responses were unable to correctly name a law or regulation, however they could outline some information related to the legislation and made some reference to environmental hygiene.

Overall candidates experienced some difficulties in analysing the legislation in relation to how it maintains environmental hygiene standards in the workplace. Candidates that identified laws/ legislation such as Occupational Health and Safety or the Smoke Free Environment Act experienced greater limitations in their responses.

A number of candidates incorrectly identified HACCP as a suitable piece of legislation.

Question 20

This question examined candidates' understanding of the need for cultural awareness in the Hospitality Industry, what could be done to promote good cultural relations and to identify support services that could be used by employees to improve their knowledge of culturally diverse customers. The unusual aspect of this question was that candidates were asked to present their information in a memo format.

The better responses addressed the three key points of the memo and related the need for cultural awareness to the Hospitality Industry. These responses included a wide variety of strategies such as, training staff, writing signs and pamphlets in different languages and incorporating cultural festivals and celebration into events. Additionally, these responses provided credible support services, applicable to both employers and employees.

Most candidates were able to identify strategies and some support services. However, a large number of candidates were not able to relate the need for cultural awareness that was asked for in the question.

Poor responses referred to cultural awareness being necessary, without any explanation. The limited strategies provided were confined to aspects of better communication. Frequently the support services were not identified or they were fictitious examples.

Section III

Question 21

This extended response question required candidates to evaluate economic and employment opportunities in the Tourism and Hospitality Industry with reference to current trends and practices. Many candidates experienced difficulty evaluating the statement and its growth predictions in reference to economic and employment opportunities.

Overall candidates demonstrated a general understanding of economic, employment and current trends. Candidates were unable to provide in-depth evaluation on the impact of current trends and practices in creating future employment and economic opportunities.

The better candidates were able to provide a well-reasoned and cohesive response that discussed current trends and the effect they will have on employment and the economy throughout Australia. These candidates were able to relate this back to the industry growth with supported and specific examples of current trends and practices using precise industry terminology.

Question 22 – Commercial Cookery

This extended response question required students to analyse the application of safe food handling practices including HACCP for either raw fish fillets or raw chicken breast fillets from delivery through to service. This required an in depth knowledge and comprehensive understanding of safe food handling practices with mention of HACCP principles and supported by industry terminology.

Most candidates demonstrated a sound understanding of safe food handling practices. While some candidates described components of HACCP, few addressed all aspects of HACCP adequately.

The better responses comprehensively covered all aspects of the question including industry specific terminology such as storage and holding temperatures, appropriate food handling, personal presentation and hygiene. These responses could draw out and relate the implications of poor food handling and could suggest corrective actions.

The weaker responses could describe some food handling processes and/or components of HACCP. However, they failed to explore the safe food handling at all stages from delivery to service and used basic or non-industry specific terminology.

Question 23 – Accommodation Services

This question required the candidates to analyse the contribution of manual and computer reservation systems to the efficient operation of a hospitality front office.

This question required candidates to demonstrate comprehensive understanding of both reservation systems to analyse the efficient operation of a front office. A significant number of candidates answered this question poorly.

Better responses demonstrated an understanding of the two systems and how they affected the efficiency of the front office. The discussion was supported with relevant examples of duties and procedures in the front office relating to the reservation systems. These responses also compared the advantages and disadvantages of each system and stated when they would be most appropriately used.

A significant number of responses focused on a generic application of computers. The discussion was limited to the benefits of using computers with limited reference to the front office procedures. General terms and some industry terminology were used.

The poorer responses limited their discussion to a vague recognition of the role of the computer and manual reservation systems. These responses supplied a superficial view of front office operations and used limited industry terminology if at all.

Question 24 – Cross-Functional Operations

This question required the candidates to analyse how the professional attributes and procedures of housekeeping staff contribute to the guests' experience.

Better responses were able to define the main functions of housekeeping and how these duties impacted on the guest experience. These responses provide relevant detail and examples to support their analysis. Specific housekeeping terminology was applied throughout the response.

Overall this question was very poorly answered, with the majority of candidates providing a very superficial view of housekeeping operations. Responses tended to lack any analysis of a guest's experience and how this was influenced by the duties, procedures and operations carried out by housekeeping staff.

Question 25 – Food and Beverage Service and Kitchen Operations

In this question, candidates were required to propose and justify a range of Food and Beverage procedures that would be required to prepare and present a given function menu. Candidates needed to make a connection between these procedures and the provision of quality service.

The better responses related to the function menu provided, clearly indicating all procedures involved and used the correct names of equipment, relating specific industry examples. They also clearly indicated the relationship between the correct procedures to follow and providing quality service.

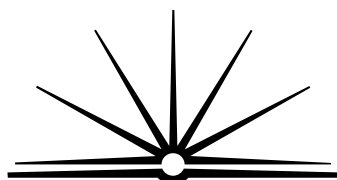
The majority of responses lacked detail and presented limited connections between the tasks involved in the food and beverage procedures and quality service. These responses simply listed all of the steps / tasks involved in preparing and presenting the function menu. They made little use of specific industry examples and a limited use of industry terminology. Several responses demonstrated a need to redesign the function menu – to provide a greater range of food items to write about.

Hospitality Operations

2002 HSC Examination Mapping Grid

Question	Marks	Content	Syllabus outcomes
1	1	Identify and prevent hygiene risks	THHGHS01A
2	1	Seek information on the Hospitality industry	THHHCO01A
3	1	Communicate with customers and colleagues from diverse backgrounds	THHCOR02A
4	1	Follow workplace procedures on health, safety and security	THHCOR03A
5	1	Seek information on the Hospitality industry	THHHCO01A
6	1	Seek information on the Hospitality industry	THHHCO01A
7	1	Identify and prevent hygiene risks	THHGHS01A
8	1	Respond to telephone calls	THHGCA01A
9	1	Provide assistance to internal and external customers	THHCOR01A
10	1	Follow workplace procedures on health, safety and security	THHCOR03A
11	1	Communicate in the workplace	THHCOR01A
12	1	Follow hygiene procedures	THHGHS01A
13	1	Follow hygiene procedures Identify and prevent hygiene risks	THHGHS01A
14	1	Update Hospitality industry knowledge	THHHCO01A
15	1	Seek information on the Hospitality industry	THHHCO01A
16 (a)	2	Maintain personal presentation standards	THHCOR01A, THHCOR03A
16 (b)	4	Maintain personal presentation standards	THHCOR01A
17 (a)	2	Follow workplace procedures on health, safety and security	THHCOR03A
17 (b)	4	Follow workplace procedures on health, safety and security	THHCOR03A
18 (a)	2	Seek information on the Hospitality industry	THHHCO01A
18 (b)	4	Seek information on the Hospitality industry	THHHCO01A
19 (a)	1	Identify and prevent hygiene risks	THHGHS01A
19 (b)	2	Identify and prevent hygiene risks	THHGHS01A
19 (c)	6	Identify and prevent hygiene risks	THHGHS01A
20	8	Communicate with customers and colleagues from diverse background	THHCOR02A
21	15	Develop and update Hospitality industry knowledge	THHHCO01A

Question	Marks	Content	Syllabus outcomes
22	15	Implement Food Safety Procedures Organise and prepare food Use basic methods of cookery Receive and store stock	THHBCC11A THHBKA01A THHBCC01A THHBKA03A
23	15	Provide housekeeping services to guests Receive and process reservations	THHBH01A THHBFO01A
24	15	Provide housekeeping services to guests Prepare rooms for guests	THHBH01A THHBH03/4A
25	15	Prepare and serve non-alcoholic beverages Provide food and beverage service	THHBFB10A THHBFB02/3A



B O A R D O F S T U D I E S
NEW SOUTH WALES

2002 HSC Hospitality Operations Marking Guidelines

Question 16 (a)

Competencies assessed: THHCOR01A, THHCOR03A

MARKING GUIDELINES

Criteria	Marks
• Correctly identifies TWO personal presentation standards required of a hospitality employee	2
• Correctly identifies ONE personal presentation standard required of a hospitality employee	1

Question 16 (b)

Competency assessed: THHCOR01A

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of personal presentation standards • Provides a detailed explanation of the relationship between maintaining personal presentation standards and both employers and customers • Answer is supported with appropriate examples to both employers and customers 	4
<ul style="list-style-type: none"> • Demonstrates a sound understanding of personal presentation standards • Provides a clear explanation of the relationship between maintaining personal presentation standards and employers and customers • Answer is supported with appropriate examples for either employers and customers 	3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of personal presentation standards • Outlines personal presentation standards for employers and/or customers • Answer may be supported with appropriate examples for either employers and/or customers 	2
<ul style="list-style-type: none"> • Lists personal presentation requirements for employers or customers • Answer is supported with non-specific examples 	1

Question 17 (a)

Competency assessed: THHCOR03A

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Correctly identifies a security risk for hospitality establishments and describes a suitable precaution relevant to the risk 	2
<ul style="list-style-type: none"> • Identifies a security risk for hospitality establishments OR describes a suitable precaution 	1

Question 17 (b)

Competency assessed: *THHCOR03A*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of security issues through valid discussion of implications of security breaches for employers and employees 	4
<ul style="list-style-type: none"> • Demonstrates a sound understanding of security issues through discussion of implications of security breaches for employers and employees 	3
<ul style="list-style-type: none"> • Demonstrates a limited understanding of security issues through discussion of an implication of security breach for either an employer or employee 	2
<ul style="list-style-type: none"> • Demonstrates a limited understanding of security breach(s) 	1

Question 18 (a)

Competency assessed: *THHCO01A*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Provides an appropriate duty and responsibility of a hospitality entry-level employee 	2
<ul style="list-style-type: none"> • Provides either an appropriate duty OR responsibility of a hospitality entry-level employee 	1

Question 18 (b)

Competency assessed: *THHCO01A*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the activities carried out by two functional areas • Provides a clear explanation of the inter-relationship between the two functional areas, using relevant examples • Uses specific industry terminology to support answer 	4
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the activities carried out by two functional areas • Provides an explanation of the inter-relationship between two functional areas, using general examples • Uses industry terminology to support answer 	3
<ul style="list-style-type: none"> • Demonstrates a basic understanding of the performance required by two functional areas • Limited discussion of the interrelationship of hospitality functional areas • May use industry terminology to support answers 	2
<ul style="list-style-type: none"> • General discussion of the activities of a hospitality functional area 	1

Question 19 (a)*Competency assessed: THHGH01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">Provides clear definition of the term environmental hygiene	1

Question 19 (b)*Competency assessed: THHGH01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">Provides the main features of TWO sources of food contamination caused from poor environmental hygiene	2
<ul style="list-style-type: none">Provides the main features of ONE source of food contamination caused from poor environmental hygiene	1

Question 19 (c)*Competency assessed: THHGH01A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">Correctly identifies a relevant law or regulation that addresses environmental hygieneDemonstrates an extensive understanding of the legislation and its implications for the maintenance of environmental hygiene standardsUses precise industry terminology to support the answer	5–6
<ul style="list-style-type: none">Correctly identifies a relevant law or regulation that addresses environmental hygieneDemonstrates a sound understanding of the legislation with some relationship of its implications for the maintenance of environmental hygiene standardsUses industry terminology to support the answer	3–4
<ul style="list-style-type: none">Identifies a law or regulation that address environmental hygieneDemonstrates a limited understanding of the legislation and/or its implications for environmental hygiene standardsLimited use of industry terminology	1–2

Question 20*Competency assessed: THHCOR02A***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Identifies an explicit need(s) for cultural awareness• Provides a detailed explanation of strategies that ensure customers are valued and treated with respect• Correctly identifies relevant support services available in the community	7–8
<ul style="list-style-type: none">• Identifies a general need(s) for cultural awareness• Provides a description of strategies that ensure customers are valued and treated with respect• Correctly identifies relevant support services available in the community	5–6
<ul style="list-style-type: none">• Demonstrates a basic understanding of the need for cultural awareness• Outline strategies that may ensure customers are valued and treated with respect and/or <ul style="list-style-type: none">• Identifies support service(s) available in the community	3–4
<ul style="list-style-type: none">• Limited understanding of the need for cultural awareness• May list strategies associated with customer service and/or identify support service(s) available in the community	1–2

Question 21
Competency assessed: THHCO01A
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of current trends and practices in the hospitality industry • Evaluates this statement, by applying an in depth knowledge and understanding of the Hospitality industry including industry growth, economic and employment opportunities • Answer is supported with specific examples of current trends and practices in the Hospitality industry • Communicates consistently and correctly using precise industry terminology in a well-reasoned and cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of current trends and practices in the hospitality industry • Analyses this statement, by applying a knowledge and understanding of the Hospitality industry including industry growth, economic and employment opportunities • Answer is supported with examples of current trends and practices in the Hospitality industry • Communicates using specific industry terminology, briefly providing a cohesive response 	10–12
<ul style="list-style-type: none"> • Demonstrates sound knowledge of current trends and practices in the hospitality industry • Describes aspects of this statement, including industry growth and/ or economic and/ or employment opportunities • Answer is supported with some examples applicable to the Hospitality Industry • Communicates using general industry terminology 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of current trends and practices in the hospitality industry • Limited description of aspects of this statement, including industry growth and/ or economic and/ or employment opportunities • Generalised examples are included • Communicates using limited industry terminology 	4–6
<ul style="list-style-type: none"> • Demonstrates a limited knowledge and understanding of current trends and practices in the hospitality industry • Responds with unsupported generalisation or irrelevant material 	1–3

Question 22

Competencies assessed: THHBCC11A, THHBKA01A, THHBCC01A, THHBKA03A

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Applies an in depth knowledge and comprehensive understanding of safe food handling practices, including HACCP • Answer analyses processes from delivery through to service of either fish or chicken, correctly identifying the HACCP's • Consistently communicates using precise industry terminology in a well-reasoned and cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates detailed understanding of safe food handling practices, including HACCP • Answer analyses processes from delivery through to service of either fish or chicken, correctly identifying most HACCP's • Communicates using specific industry terminology in a cohesive response 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of safe food handling practices, including HACCP • Describes components of the processes from delivery through to service of either fish or chicken, correctly identifying some HACCP's • Communicates using industry terminology 	7–9
<ul style="list-style-type: none"> • Demonstrates basic understanding of safe food handling practices, • Describes the process of preparing either fish or chicken • Identifies HACCP's and/or correct food handling procedures • Basic use of industry terminology 	4–6
<ul style="list-style-type: none"> • Demonstrates superficial understanding of safe food handling practices • General discussion of the process of preparing either fish or chicken, OR food handling procedures • Communicates using non-industry specific terms 	1–3

Question 23
Competencies assessed: THHBFO01A, THHBH01A
MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of Front Office manual and computer reservations systems • Applies an in depth knowledge and understanding to analyse the use of both manual and computer reservation systems to the efficient operation of a hospitality front office • Consistently communicates using precise industry terminology in a well-reasoned and cohesive response • Answer is supported with industry specific examples 	13–15
<ul style="list-style-type: none"> • Demonstrates an in depth understanding of Front Office manual and computer reservations systems • Applies a knowledge and understanding to provide some analysis of the use of both manual and computer reservation systems to the efficient operation of a hospitality front office • Communicates using precise industry terminology providing a cohesive response • Answer is supported with industry specific examples 	10–12
<ul style="list-style-type: none"> • Demonstrates an understanding of Front Office manual and/or computer reservations systems • Applies knowledge and understanding to describe the use of manual and/or computer reservation systems to the efficient operation of a hospitality front office • Communicates using general industry terminology • Answer may be supported with industry specific examples 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of Front Office manual and/or computer reservations systems • Outlines the use of manual and/or computer reservation systems • Limited use of industry terminology • Answer may be supported with examples 	4–6
<ul style="list-style-type: none"> • Demonstrates superficial understanding of Front Office reservations systems • Communicates using non-industry specific terms 	1–3

Question 24

Competencies assessed: THHBH01A, THHBH03/4A

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Comprehensive understanding of the standard procedures of the Housekeeping staff • Analysis of professional attributes and staff procedures that impact on the guests' experience • Answer is supported using a range of specific and detailed industry examples • Consistently and correctly communicates using precise industry and enterprise terminology in a well-reasoned and cohesive response 	13–15
<ul style="list-style-type: none"> • Detailed understanding of the standard procedures of the Housekeeping staff • Some analysis of professional attributes and staff procedures that impact on the guests' experience • Answer is supported using some detailed industry examples • Communicates using industry and enterprise terminology providing a cohesive response 	10–12
<ul style="list-style-type: none"> • Sound understanding of the standard procedures of the Housekeeping staff • Discussion of attributes and/or staff procedures that impact on the guests' experience • Communicates using general industry terminology 	7–9
<ul style="list-style-type: none"> • Basic understanding of the standard procedures of the Housekeeping staff • Limited discussion relating to attributes and/or staff procedures with reference to the impact on the guests' experience • Communicates using basic industry terminology 	4–6
<ul style="list-style-type: none"> • Superficial understanding of the standard procedures of the Housekeeping staff • Identifies some staff attributes or procedures with reference to guests' experiences • Communicates using non-industry terms 	1–3

Question 25

Competencies assessed: THHBFB10A, THHBFB02/3A

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Applies a comprehensive knowledge and understanding of the food and beverage procedures for service of the menu • Correctly proposes all food and beverage procedures, and provides detailed justification of their contribution to the quality service to the customer • Answer is supported using a range of specific industry examples • Consistently and correctly communicates using precise industry terminology in a cohesive and well-reasoned response 	13–15
<ul style="list-style-type: none"> • Applies a detailed knowledge and understanding of the food and beverage procedures for service of the menu • Correctly proposes all required food and beverage procedures, and provides some justification of their contribution to the quality service to the customer • Answer is supported using some detailed industry examples • Consistently and correctly communicates using industry terminology in a cohesive response 	10–12
<ul style="list-style-type: none"> • Applies a sound knowledge of the food and beverage procedures for service of the menu • Correctly proposes food and beverage procedures, and provides limited justification of their contribution to the quality service to the customer • Answer is supported using some appropriate industry examples • Communicates using industry terminology 	7–9
<ul style="list-style-type: none"> • Basic outline of the food and beverage procedures for service of the menu • Proposes food and beverage procedures, and/or provide limited discussion on quality service to the customer • Answer is supported using some industry examples • May communicate using industry terminology 	4–6
<ul style="list-style-type: none"> • Identifies food and beverage procedures and/or general reference to quality service • Communicates using general terms 	1–3