

**2004 HSC Notes from
the Marking Centre
Hospitality Operations**

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2004 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 2004 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 2004 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 2004, approximately 5800 candidates attempted the Hospitality examination.

Candidates need to be mindful of the rubric at the commencement of Section III that is employed to assess responses. Candidates also need to be aware that they can be disadvantaged when responding to strand questions they have not studied in their two-year course. Generally such responses lack a depth and breadth of knowledge and understanding of the relevant Hospitality sector.

Section I – Multiple Choice

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

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

Section II

This section consisted of five mandatory short response questions. The range and style of questions allowed all candidates to respond to the questions and access the full range of marks. The first three questions each consisted of two parts, while the last two questions were more open questions that required a response to a situation that allowed a more comprehensive response from candidates.

Question 16

- (a) Overall many responses showed a lack of understanding of the differences between ethical and legal issues. Most candidates were able to provide one legal issue but failed to recognise an ethical issue, therefore stating two legal issues. Better responses were able to provide one legal and one ethical issue.
- (b) Most candidates were able to identify one piece of legislation that related to the hospitality industry and discussed aspects of this legislation. The better responses were able to relate the legislation to the hospitality industry.

Question 17

Overall this question was generally well answered. An important factor in answering this question was the lead-in statement, referring to the position of a waiter in an international hotel. This should have indicated to the candidates that they had a wide range of departments to choose from when answering the question.

- (a) The majority of candidates could state three ways a waiter can be an effective team member. Typical responses included working towards a common goal, being able to communicate effectively, being cooperative, honest and tolerant of other work mates, having knowledge of their job requirements and meeting team needs above their own.

Most candidates could identify three different ways of being an effective team member and used correct terminology. The poorer responses listed three similar points and focused on satisfying customer needs and wants rather than looking at how it affected the team.

- (b) Better responses were able to correctly identify two different key departments and related the departments to different situations with specific examples. Average responses gave good situations but did not relate them well to the indicated department. A number of responses included information about effective team work identified in part (a) into part (b). Poorer responses did not accurately identify key departments and often confused them with sectors. Typical responses of this nature included entertainment, room service, front desk, bar and cleaning department.

Question 18

- (a) The majority of candidates were able to identify both a personal and an environmental hygiene risk. Typical responses included unwashed hands, dirty uniforms, working while sick, dirty equipment and benches, vermin and cross contamination caused by reusing dirty utensils.
- (b) The majority of candidates were able to give a list of personal and environmental hygiene strategies to follow when preparing foods. The better responses identified these strategies and provided reasons why they were required, using correct industry terminology and relating their answer to the preparation of a chicken sandwich. Answers included changing equipment between the preparation of raw and cooked chicken to prevent cross contamination, ensuring the chicken was kept out of the danger zone to prevent microbial growth, cleaning and sanitising equipment to prevent cross contamination and washing hands after going to the toilet or touching hair, face etc to prevent contamination.

Question 19

Most candidates demonstrated some knowledge and/or understanding about receiving and storing stock and were able to achieve some marks. The better responses provided detailed answers, particularly about the receiving and storing process, with reference to the safety and security of defective products.

Average responses described the receiving and storing process with limited reference to safety and/or security and defective products.

Poorer responses made limited reference to the receiving and storing process and no reference to safety, security or defective products.

Question 20

Better responses were able to describe in detail a number of possible strategies clearly and concisely and link them to the three issues identified in the scenario. These responses also used industry terminology, highlighting their knowledge and understanding of the hospitality industry. Strategies identified included policies and procedures, such as having a code of conduct, training/education, team meetings, external consultants, communication, building effective teams and incentive programs.

Poorer responses identified one strategy without description or only outlined the complaint handling process. Strategies were often unrealistic, for example 'fire them', indicating a lack of industry knowledge. Minimal industry terminology was apparent in these responses.

Section III

This section consisted of one mandatory extended response question and one question from a choice of three strand options. The range and style of questions allowed all candidates to respond to the questions and access the full range of marks.

Question 21

Many candidates experienced difficulty assessing the impact of media on both the employer and consumer. The majority of candidates were able to identify and describe types of communication media and provide reasonable industry examples. This question provided the better candidates with the opportunity to demonstrate their depth of knowledge and understanding in order to adequately assess the impact.

The better responses demonstrated a comprehensive understanding of the impact of the communication media on both consumers and employees within the hospitality industry. These responses were able to identify both the positive and negative impacts of the communication media. They used a diverse range of industry examples with precise industry terminology in a well-reasoned and cohesive response.

Poorer responses had difficulty with the term ‘communication media’ and responded to the question addressing only forms of communication used within the industry. These responses focused on the use of communication media for advertising and effective interpersonal communication techniques. These candidates used limited industry terminology and provided few suitable examples.

Question 22

Better responses demonstrated a comprehensive understanding of procedures and principles for the mise en place, cooking and presentation of the selected method of cookery. Responses were thorough, clear and logically written, demonstrating high literacy skills. These responses provided relevant examples and demonstrated excellent use of industry specific terms.

Average responses showed some understanding of principles and procedures of mise en place, cookery and presentation for a method of cookery. Candidates could manage the procedures very well, but experienced difficulties expressing principles, particularly in the area of presentation. Responses tended to discuss issues such as HACCP or CCP and did not refer to the question. Some industry terminology was used.

Poorer responses were very general and demonstrated a basic understanding of procedures within the chosen method of cookery. Candidates tended to list steps which had been followed during a class practical or domestic methodology. Discussion was very basic, with little if any relationship between procedures and principles. All responses provided a suitable food (or foods) cooked by the chosen method. There was limited or no industry terminology.

Question 23

The majority of candidate responses failed to make reference to the relationship of mise en place and the influence it had on customer’s selection. Candidates often referred to the impact of the environment on the dining area in relation to the weather, location, bar and kitchen.

The better responses had a thorough knowledge of Food and Beverage, particularly the mise en place steps for preparing the dining environment for service. These responses were well reasoned and cohesive relating to different dining environments, specifically to mise en place eg. décor/style, menus, promotional material, ambience and the contribution of staff to the environment and customer selection of products and services.

Average responses focussed on the environmental impact on the dining environment eg. cleanliness, hygiene, staff presentation and staff attributes. These responses had some discussion but displayed no cohesion and made very little reference to the dining room mise en place.

Poorer responses made little or no reference to dining environment mise en place instead using kitchen mise en place eg. julienne cuts. These responses indicated that most of these candidates in this range had not studied the Food and Beverage strand. ‘Everything in its place’ was often repeated many different ways throughout answers. These candidates referred to the impact on customer selection, but failed to link this selection to the mise en place and the dining environment.

Question 24

Better candidates recognised the manual or computerised reservation process, the appropriate equipment and provided detailed procedures to ensure that the expectations of guests were met. These responses cohesively described the strategies and processes for taking reservations and managing housekeeping tasks in order to meet the expectations of different groups and individuals.

Average responses identified a reservation system and suitable equipment, but provided limited discussion on the procedures and processes in the front office for reservations. These responses tended to focus on aspects of housekeeping tasks, cultural communication issues and employee attributes.

Poorer responses failed to relate the reservation process and housekeeping management tasks. These responses focused on communication issues, personal attributes and simplistic housekeeping tasks eg. clean sheets on the bed, plenty of towels and soap. Customer expectations were generally limited to the needs of cultural and disadvantaged groups, for example wheelchair access.

Overall comment

Candidates need to be aware that they can be disadvantaged when responding to strand questions they have not studied in their two-year course. Generally such responses lacked a depth and breadth of knowledge and understanding of the relevant hospitality sector.

Many candidates wasted time and space rewriting the scenario and question, particularly in the short response questions.

Candidates who used industry terminology in their responses were advantaged in all questions, as per the rubric and marking guidelines.

Hospitality

2004 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency	
Section I			
1	1	THHGGA01B	Communicate on the telephone
2	1	THHCOR03B	Follow health, safety and security procedures
3	1	THHGHS02B	Clean premises and equipment
4	1	THHGHS02B	Clean premises and equipment
5	1	THHCOR02B	Work in a socially diverse society
6	1	THHCOR01B	Work with colleagues and customers
7	1	THHGGA06B	Receive and store stock
8	1	THHCOO018	Develop and update hospitality industry knowledge
9	1	THHCOR03B	Follow health, safety and security procedures
10	1	THHGGA06B	Receive and Store Stock
11	1	THHCOO018	Develop and update hospitality industry knowledge
12	1	THHGHS01B	Follow workplace hygiene procedures
13	1	THHGHS01B	Follow workplace hygiene procedures
14	1	THHCOO018	Develop and update hospitality industry knowledge
15	1	THHCOR01B	Work with colleagues and customers
Section II			
16	7	THHHCO01B	Develop and update hospitality industry knowledge
17	7	THHCOR01B THHHCO01B	Work with colleagues and customers Develop and update hospitality industry knowledge
18	7	THHGHS01B	Follow workplace hygiene procedures
19	7	THHCOR03B THHGGA06B THHHCO01B	Follow health, safety and security procedures Receive and store stock Develop and update hospitality industry knowledge
20	7	THHCOR01B THHCOR02B THHGHS01B THHGGA01B	Work with colleagues and customers Work in a socially diverse environment Follow workplace hygiene procedures Communicate on the telephone

Question	Marks	Unit of competency / Element of competency
Section III		
21	15	THHCO01B Develop and update hospitality industry knowledge THHCOR01B Work with colleagues and customers THHCOR03B Follow health, safety and security THHCOR02B Work in a socially diverse environment
22	15	Commercial Cookery THHBKA01B Organise and prepare food THHBKA02B Present food THHBCC01B Use basic methods of cookery
23	15	Food and Beverage THHBFB02B Provide a link between kitchen and service areas THHBFB03B Provide food and beverage service THHGCS02B Promote product and services to customers
24	15	Accommodation Services THTSOP06B Receive and process reservations THHBH01B Provide housekeeping services to guests THHBH03B Prepare rooms for guests

2004 HSC Hospitality Marking Guidelines

Section II

Question 16 (a)

Competencies assessed: THHCO01B

MARKING GUIDELINES

Criteria	Marks
• Correctly states ONE ethical <i>and</i> ONE legal issue which impact on hospitality establishments	2
• Correctly states ONE ethical <i>or</i> ONE legal issue which impact on hospitality establishments	1

Question 16 (b)

Competencies assessed: THHCO01B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> Recognises and names ONE piece of legislation Demonstrates comprehensively the links between the legislation and the hospitality industry 	4–5
<ul style="list-style-type: none"> Recognises and names ONE piece of legislation Outlines links between the legislation and the hospitality industry 	2–3
OR <ul style="list-style-type: none"> States a piece of legislation Makes a statement about legislation related to the hospitality industry 	1

Question 17 (a)

Competencies assessed: THHCOR01B, THHCO01B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> Correctly states THREE ways of being an effective team member 	3
<ul style="list-style-type: none"> Correctly states TWO ways of being an effective team member 	2
<ul style="list-style-type: none"> States ONE way of being an effective team member 	1

Question 17 (b)

Competencies assessed: THHCOR01B, THHCO01B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> Outlines TWO different situations in which a waiter would work with colleagues from TWO different key departments 	4
<ul style="list-style-type: none"> Outlines TWO situations in which a waiter would work with colleagues from ONE key department OR <ul style="list-style-type: none"> Outlines ONE situation in which a waiter would work with colleagues from TWO key departments 	3
<ul style="list-style-type: none"> Identifies TWO situations <i>or</i> ONE situation and ONE key department OR <ul style="list-style-type: none"> Makes general statements about key departments 	2
<ul style="list-style-type: none"> Identifies a key department <i>or</i> a situation 	1

Question 18 (a)*Competencies assessed: THHGHS01B***MARKING GUIDELINES**

Criteria	Marks
• Identifies ONE personal hygiene risk and ONE environmental hygiene risk	2
• Provides ONE example of personal or environmental hygiene risk	1

Question 18 (b)*Competencies assessed: THHGHS01B***MARKING GUIDELINES**

Criteria	Marks
• Demonstrates a thorough knowledge of safe food handling practices by identifying and providing reasons for personal and environmental strategies in reference to the preparation of a chicken sandwich using appropriate terminology	4–5
• Demonstrates a general knowledge of safe food handling practices by identifying personal and/or environmental hygiene strategies using appropriate terminology	2–3
• Identifies a safe food handling practice	1

Question 19*Competencies assessed: THHCOR03B, THHGGA06B, THHCO01B***MARKING GUIDELINES**

Criteria	Marks
• Demonstrates detailed knowledge and understanding of receiving and storing stock to ensure safety and security particularly in relation to defective products in a well-communicated response	6–7
• Demonstrates a knowledge and understanding of receiving and storing stock to ensure safety and security and makes limited reference to defective stock in a clearly expressed response	4–5
• Demonstrates a basic understanding of receiving and storing stock and safety to ensure safety and security by outlining strategies	2–3
• Demonstrates a limited knowledge of receiving and storing stock and/or safety and security	1

Question 20

Competencies assessed: *THHCOR01B, THHCOR02B, THHGHS01B, THHGGA01B*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none">• Describes in detail proposed strategies that an establishment could take to overcome issues of complaint in a well-structured, clear and logical response	6–7
<ul style="list-style-type: none">• Describes proposed strategies that an establishment could take to overcome issues of complaint in a clearly expressed response	4–5
<ul style="list-style-type: none">• Outlines proposed strategies that an establishment could take to overcome issues of complaint	2–3
<ul style="list-style-type: none">• Identifies a strategy to overcome issues of complaint	1

Section III

Question 21

Competencies assessed: THHCO01B, THHCOR01B, THHCOR03B, THHCOR02B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the impact of communication media on Australian consumers and employees, within the hospitality industry.• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed understanding of the impact of communication media on Australian consumers and employees, within the hospitality industry.• Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Demonstrates an understanding of the impact of communication media on Australian consumers and employees, within the hospitality industry• A reasoned response that includes some industry terminology and industry examples	7–9
<ul style="list-style-type: none">• Demonstrates a limited understanding of the impact of communication media on Australian consumers and/or employees in the hospitality industry• A general response that includes general industry terminology and some examples	4–6
<ul style="list-style-type: none">• Identifies examples of communication media and/or examples of communication media impact on Australian consumers or employees in the hospitality industry• Uses limited industry terminology and examples	1–3

Question 22

Competencies assessed: *THHBKA01B, THHBKA02B, THHBCC01B*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Comprehensively lists and describes the procedures and principles of mise en place, cooking and presentation of a suitable food for the chosen method of cookery • Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples 	13–15
<ul style="list-style-type: none"> • Lists and describes the procedures and principles of mise en place, cooking and presentation of a suitable food, for the chosen method of cookery • Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples 	10–12
<ul style="list-style-type: none"> • Lists and describes some procedures and/or principles of mise en place, cooking and presentation of a suitable food of the chosen method of cookery • A reasoned response that includes some industry terminology and industry examples 	7–9
<ul style="list-style-type: none"> • Lists or describes some procedures and/or principles of mise en place, and/or cooking and/or presentation of foods of the chosen method of cookery • A general response that includes general industry terminology and some examples 	4–6
<ul style="list-style-type: none"> • Lists some general aspects of cookery related to a chosen method of cookery • Uses limited industry terminology and examples 	1–3

Question 23*Competencies assessed: THHBFB03B, THHBFB02B, THHGCS02B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Comprehensively discusses the mise en place required in a food and beverage establishment with regard to influencing customers' selection of products and services• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Discusses the mise en place required in a food and beverage establishment with regard to influencing customers' selection of products and services• Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Outlines mise en place required in a food and beverage establishment with regard to influencing customers' selection of products and services• A reasoned response that includes some industry terminology and industry examples	7–9
<ul style="list-style-type: none">• Identifies mise en place required in a food and beverage establishment with a reference to the influence on customers' selection of products and services• A general response that includes general industry terminology and some examples	4–6
<ul style="list-style-type: none">• Lists some mise en place tasks and/or makes reference to customers' selection of products and/or services• Uses limited industry terminology and examples	1–3

Question 24*Competencies assessed: THTSOP06B, THHBH01B, THHBH03B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Comprehensively describes strategies an establishment can implement through processing reservations and managing housekeeping tasks in order to meet expectations of different groups and individuals• Is a well-reasoned and cohesive response that includes the consistent use of precise industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Describes strategies an establishment can implement through processing reservations and managing housekeeping tasks in order to meet expectations of different groups and individuals• Is a reasoned and cohesive response that includes the use of precise industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Outlines strategies an establishment can implement through processing reservations and managing housekeeping tasks in order to meet expectations of different groups and individuals• A reasoned response that includes some industry terminology and industry examples	7–9
<ul style="list-style-type: none">• Identifies strategies an establishment can implement through processing reservations and/or managing housekeeping tasks in order to meet expectations of different groups and individuals• A general response that includes general industry terminology and some examples	4–6
<ul style="list-style-type: none">• Lists some strategies an establishment can use in processing reservations and/or managing housekeeping tasks• Uses limited industry terminology and examples	1–3