



BOARD OF STUDIES
NEW SOUTH WALES

2011 HSC Hospitality Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	C
2	A
3	A
4	B
5	B
6	C
7	C
8	B
9	D
10	D
11	B
12	C
13	B
14	C
15	B

Section II

Question 16 (a)

Criteria	Marks
• Recognises and names ONE hazard in each of the following categories: work environment and human factors	2
• Recognises and names ONE hazard in ONE of the following categories: work environment or human factors	1

Question 16 (b)

Criteria	Marks
• Provides an appropriate risk management plan	3
• Provides a general risk management plan	2
• Provides information about risk management	1

Question 17 (a)

Criteria	Marks
• Provides detailed characteristics and features of the causes of food poisoning excluding bacteria	4
• Provides characteristics and features of causes of food poisoning excluding bacteria	2–3
• Makes statements about food poisoning	1

Question 17 (b)

Criteria	Marks
• Demonstrates a detailed understanding of how the symptoms of food poisoning caused by <i>salmonella</i> and <i>clostridium botulism</i> are similar and different	4
• Demonstrates an understanding of how the symptoms of food poisoning caused by <i>salmonella</i> and <i>clostridium botulism</i> are similar and different	3
• Shows how the symptoms of food poisoning caused by <i>salmonella</i> and <i>clostridium botulism</i> are similar or different	2
• Makes statements about or lists symptoms of food poisoning	1

Question 18 (a)

Criteria	Marks
• Sketches in general terms the procedures for handling customer complaints	3
• Makes statements about the procedures for handling customer complaints	2
• Makes a relevant statement about customers AND/OR complaints	1

Question 18 (b)

Criteria	Marks
• Provides detailed knowledge about active listening and customer complaint handling • Makes a judgement about the role active listening plays when handling a customer complaint	4
• Provides general knowledge about active listening and customer complaint handling	2–3
• Makes statements about active listening or customer complaint handling	1

Question 19 (a)

Criteria	Marks
• Provides detailed information about the sources of information and support services a hospitality organisation could use to provide effective customer service	3
• Provides general information about the sources of information and support a hospitality organisation could use to provide effective customer service	2
• Makes statements about sources of information and support services	1

Question 19 (b)

Criteria	Marks
• Identifies good customer service practices • Makes evident the relationship between good customer service practices and meeting the needs of customers from diverse backgrounds	4
• Provides information about good customer service practices and meeting the needs of customers from diverse backgrounds	3
• Provides general information about good customer service practices AND/OR customers from diverse cultural backgrounds	2
• Makes statements about good customer service practices AND/OR customers from diverse cultural backgrounds	1

Question 20

Criteria	Marks
<ul style="list-style-type: none">• Makes evident the relationship between a variety of measurement techniques that a hospitality organisation can use to better manage its resource consumption• Provides relevant industry examples	7–8
<ul style="list-style-type: none">• Indicates how a hospitality organisation can better manage its use of resources through a variety of measurement techniques• Provides relevant industry examples	5–6
<ul style="list-style-type: none">• Provides general information about how a hospitality organisation can better manage its use of resources through a variety of measurement techniques• Provides relevant industry example(s)	3–4
<ul style="list-style-type: none">• Makes a statement(s) about how a hospitality organisation can better manage its use of resources through a variety of measurement techniques	1–2

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the Food Act, Food Safety Standards and organisational hygiene procedures• Makes evident in detail how the relationship between the Food Act, Food Safety Standards and organisational hygiene procedures ensures the health and safety of customers and colleagues when preparing and serving food• Provides a logical and cohesive response that includes industry terminology and industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed understanding of the Food Act, Food Safety Standards and organisational hygiene procedures• Makes evident how the relationship between the Food Act, Food Safety Standards and organisational hygiene procedures ensures the health and safety of customers and colleagues when preparing and serving food• Provides a logical response that includes industry terminology and industry examples	10–12
<ul style="list-style-type: none">• Provides information about the Food Act AND/OR Food Safety Standards AND/OR organisational hygiene procedures• Provides a general response that includes industry terminology and examples	7–9
<ul style="list-style-type: none">• Provides limited information about the Food Act AND/OR Food Safety Standards AND/OR organisational hygiene procedures• Provides a general response that includes industry examples	4–6
<ul style="list-style-type: none">• Provides basic information about the Food Act AND/OR Food Safety Standards AND/OR organisational hygiene procedures	1–3

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none">Provides differences between utensils, mechanical equipment and fixed equipment	3
<ul style="list-style-type: none">Provides limited differences between utensils, mechanical equipment and fixed equipment	2
<ul style="list-style-type: none">Makes statements about utensils AND/OR mechanical equipment AND/OR fixed equipment	1

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none">Demonstrates knowledge of the principles of waste minimisation techniquesProvides characteristics and features of how a chef would apply the principles of waste minimisation to a menuUses specific examples	4
<ul style="list-style-type: none">Demonstrates limited knowledge of the principles of waste minimisation techniquesProvides limited characteristics and features of how a chef would apply the principles of waste minimisation to a menuUses examples	2–3
<ul style="list-style-type: none">Makes a statement about waste minimisation	1

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none">Makes evident the relationship between the underlying principles and procedures of braisingProvides relevant industry examples	7–8
<ul style="list-style-type: none">Provides detailed information about the underlying principles and procedures of braisingProvides relevant industry examples	5–6
<ul style="list-style-type: none">Provides general information about the underlying principles and procedures of braisingProvides relevant industry example(s)	3–4
<ul style="list-style-type: none">Makes a statement(s) about braising	1–2

Question 23 (a)

Criteria	Marks
• Provides differences between bistro and table d'hôte service	3
• Provides limited differences between bistro and table d'hôte service	2
• Makes statements about bistro or table d'hôte service	1

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates knowledge about ambience • Provides characteristics and features of the factors to be considered to create ambience in a restaurant • Uses specific examples 	4
<ul style="list-style-type: none"> • Demonstrates limited knowledge about ambience • Provides limited characteristics and features of the factors to be considered to create ambience in a restaurant • Uses examples 	2–3
• Makes a statement about ambience	1

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Makes evident the relationship between the underlying principles and procedures for taking and processing food orders • Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> • Provides detailed information about the underlying principles and procedures for taking and processing food orders • Provides relevant industry examples 	5–6
<ul style="list-style-type: none"> • Provides general information about taking and processing food orders • Provides relevant industry example(s) 	3–4
• Makes a statement(s) about taking AND/OR processing food orders	1–2

Question 24 (a)

Criteria	Marks
• Provides differences between up-selling and suggestive selling	3
• Provides limited differences between up-selling and suggestive selling	2
• Makes statements about up-selling and suggestive selling	1

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates knowledge about customer requirements • Provides characteristics and features of the information that should be communicated to other departments regarding customer requirements • Uses specific examples 	4
<ul style="list-style-type: none"> • Demonstrates limited knowledge about customer requirements • Provides limited characteristics and features of the information that should be communicated to other departments regarding customer requirements • Uses examples 	2–3
<ul style="list-style-type: none"> • Makes a statement about customer requirements 	1

Question 24 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Makes evident the relationship between the underlying principles and procedures involved in the storage and security of an organisation's documents, including guest information • Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> • Provides detailed information about the underlying principles and procedures involved in the storage and security of an organisation's documents, including guest information • Provides relevant industry examples 	5–6
<ul style="list-style-type: none"> • Provides general information about the storage and security of an organisation's documents, including guest information • Provides relevant industry example(s) 	3–4
<ul style="list-style-type: none"> • Makes a statement(s) about the storage AND/OR security of an organisation's documents 	1–2

Hospitality

2011 HSC Examination Mapping Grid

Section I

Question	Marks	Unit of competency/Element of competency
1	1	Follow workplace hygiene procedures
2	1	Work in a socially diverse environment
3	1	Participate in environmentally sustainable work practices
4	1	Develop and update hospitality industry knowledge
5	1	Work with colleagues and customers Work in a socially diverse environment
6	1	Follow health and safety and security procedures
7	1	Participate in environmentally sustainable work practices
8	1	Work with colleagues and customers Work in a socially diverse environment
9	1	Follow workplace hygiene procedures
10	1	Work with colleagues and customers
11	1	Participate in environmentally sustainable work practices
12	1	Follow health safety and security procedures
13	1	Follow workplace hygiene procedures
14	1	Develop and update hospitality industry knowledge
15	1	Follow workplace hygiene procedures

Section II

Question	Marks	Unit of competency/Element of competency
16 (a)	2	Follow health safety and security procedures
16 (b)	3	Follow health safety and security procedures
17 (a)	4	Follow workplace hygiene procedures
17 (b)	4	Follow workplace hygiene procedures
18 (a)	3	Work with colleagues and customers Employment skill: communication
18 (b)	4	Work with colleagues and customers Employment skill: communication
19 (a)	3	Work in a socially diverse environment
19 (b)	4	Work in a socially diverse environment Works with colleagues and customers Employment skill: teamwork
20	8	Participate in environmentally sustainable work practices

Section III

Question	Marks	Unit of competency/Element of competency
21	15	Follow workplace hygiene procedures Develop and update hospitality industry knowledge Employability skill: self management

Section IV

Question	Marks	Unit of competency/Element of competency
22 (a)	3	Use basic methods of cookery, organise and prepare food
22 (b)	4	Organise and prepare food, Present food, Use basic methods of cookery
22 (c)	8	Use basic methods of cookery Employability skill: planning and organising
23 (a)	3	Serve food and beverage to customers
23 (b)	4	Serve food and beverage to customers
23 (c)	8	Serve food and beverage to customers Employability skill: planning and organising
24 (a)	3	Receive and process reservations
24 (b)	4	Receive and process reservations
24 (c)	8	Perform office procedures Employability skill: planning and organising