



BOARD OF STUDIES
NEW SOUTH WALES

2012 HSC Hospitality Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Indicates the main features of the appropriate response an employee should follow when confronted with an armed hold-up or robbery	2
• Makes a relevant statement about an appropriate response by the employee	1

Question 16 (b)

Criteria	Marks
• Makes evident the relationship between broken or malfunctioning equipment and a breach in security	2
• Provides general information about broken or malfunctioning equipment AND/OR breaches in security	1

Question 17 (a)

Criteria	Marks
• Provides TWO examples of how the <i>Privacy Act 1988</i> (Cth) applies to a receptionist in the front office	2
• Provides ONE example of how the <i>Privacy Act 1988</i> (Cth) applies to a receptionist in the front office OR makes a statement about the <i>Privacy Act 1988</i> (Cth)	1

Question 17 (b) (i)

Criteria	Marks
• Makes evident the relationship between an ethical issue for an employee in the hospitality industry and the receiving of gifts and services free of charge	2
• Provides general information about ethical issues AND/OR receiving gifts and services free of charge	1

Question 17 (b) (ii)

Criteria	Marks
• Makes evident the relationship between an ethical issue for an employee in the hospitality industry and tipping	2
• Provides general information about ethical issues AND/OR tipping	1

Question 18 (a)

Criteria	Marks
• Identifies TWO criteria for the selection of personal protective equipment (PPE)	2
• Identifies ONE criterion for the selection of PPE or makes a statement about PPE	1

Question 18 (b)

Criteria	Marks
• Provides detailed PPE requirements • Supports a detailed argument for the selection of PPE required for a housekeeping attendant	3
• Provides limited PPE requirements • Makes an argument for the selection of PPE required by a housekeeping attendant	2
• Makes a relevant statement about PPE requirements	1

Question 18 (c)

Criteria	Marks
• Provides detailed information about how employers and employees can meet their responsibilities in regard to PPE	4
• Provides detailed information about how either employers or employees can meet their responsibilities in regard to PPE	3
• Provides relevant information about how employers and/or employees can meet their responsibilities in regard to PPE	2
• Provides information about employer and/or employee responsibilities in regard to PPE	1

Question 19 (a)

Criteria	Marks
• Provides detailed information about the types of teams in hospitality organisations	3
• Provides general information about the types of teams in hospitality organisations	2
• Makes a relevant statement about team/s in the hospitality industry	1

Question 19 (b)

Criteria	Marks
• Makes a detailed judgement about teamwork and its contribution to the smooth running of a hospitality organisation	5
• Makes a judgement about teamwork and its contribution to the smooth running of a hospitality organisation	4
• Provides information about teamwork and the smooth running of a hospitality organisation	3
• Provides general information about teamwork and/or the smooth running of a hospitality organisation	2
• Makes a relevant statement about teamwork	1

Question 20

Criteria	Marks
• Provides detailed information about personal and environmental hygiene risks and why they are of concern for the hospitality industry • Provides relevant industry examples	7–8
• Provides information about personal and environmental hygiene risks and why they are of concern for the hospitality industry • Provides relevant industry examples	5–6
• Provides limited information about personal and/or environmental hygiene risks and why they are of concern for the hospitality industry • Provides relevant industry example(s)	3–4
• Makes a statement(s) about personal or environmental hygiene risks	1–2

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the elements of cultural diversity• Makes evident a detailed relationship between the elements of cultural diversity and an employee's interactions with colleagues and customers• 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 elements of cultural diversity• Makes evident a relationship between the elements of cultural diversity and an employee's interactions with colleagues and customers• Provides a logical response that includes industry terminology and industry examples	10–12
<ul style="list-style-type: none">• Provides information about the elements of cultural diversity and/or an employee's interactions with colleagues and customers• Provides a general response that includes some industry terminology and examples	7–9
<ul style="list-style-type: none">• Provides limited information about the elements of cultural diversity and/or an employee's interactions with colleagues and customers• Provides a general response that includes some industry examples	4–6
<ul style="list-style-type: none">• Provides basic information about the elements of cultural diversity and/or an employee's interactions with colleagues and customers	1–3

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Sketches in general terms the main features of the information contained in a MSDS 	3
<ul style="list-style-type: none"> • Sketches in limited terms the information contained in a MSDS 	2
<ul style="list-style-type: none"> • Makes statements about information contained in a MSDS 	1

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of cleaning practices in a commercial kitchen. • Makes evident a detailed relationship between cleaning duties and the quality of service provided by a commercial kitchen. 	4
<ul style="list-style-type: none"> • Demonstrates an understanding of cleaning practices in a commercial kitchen. • Makes evident a relationship between cleaning duties and the quality of service provided by a commercial kitchen. 	3
<ul style="list-style-type: none"> • Provides information about cleaning practices in a commercial kitchen 	2
<ul style="list-style-type: none"> • Provides limited information about cleaning or quality of service in a commercial kitchen 	1

Question 22 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of indicators, causes and types of problems with deep frying. • Makes evident a detailed relationship between the indicators, causes and solutions to problems that may be encountered when deep frying. • Provides industry specific examples. 	7–8
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of indicators, causes and types of problems with deep frying. • Makes evident a relationship between the indicators, causes and solutions to problems that may be encountered when deep frying. • Provides industry examples. 	5–6
<ul style="list-style-type: none"> • Demonstrates a general understanding of the indicators, causes and types of problems that may be encountered with deep frying • Provides some industry examples. 	3–4
<ul style="list-style-type: none"> • Provides limited information about the indicators AND/OR causes AND/OR types of problems that may be encountered with deep frying. • May provide limited examples. 	1–2

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Sketches in general terms the main features of the information contained in a MSDS 	3
<ul style="list-style-type: none"> • Sketches in limited terms the information contained in a MSDS 	2
<ul style="list-style-type: none"> • Makes statements about information contained in a MSDS 	1

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of cleaning practices in a fine dining restaurant • Makes evident a detailed relationship between cleaning duties and the quality of service provided by a fine dining restaurant 	4
<ul style="list-style-type: none"> • Demonstrates an understanding of cleaning practices in a fine dining restaurant • Makes evident a relationship between cleaning duties and the quality of service provided by a fine dining restaurant 	3
<ul style="list-style-type: none"> • Provides information about cleaning practices in a fine dining restaurant 	2
<ul style="list-style-type: none"> • Provides limited information about cleaning or quality of service in a fine dining restaurant 	1

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the procedures, methods and systems for processing accounts. • Makes evident a detailed relationship between the procedures, methods and systems used when processing accounts • Provides industry specific examples 	7–8
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of procedures, methods and systems for processing accounts. • Makes evident a relationship between the procedures, methods and systems used when processing accounts • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Demonstrates a general understanding of the procedures, methods and systems for processing accounts • Provides some industry examples 	3–4
<ul style="list-style-type: none"> • Provides limited information about the procedures AND/OR methods AND/OR systems for processing accounts • May provide limited examples 	1–2

Question 24 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Sketches in general terms the main features of the information contained in a MSDS 	3
<ul style="list-style-type: none"> • Sketches in limited terms the information contained in a MSDS 	2
<ul style="list-style-type: none"> • Makes statements about information contained in a MSDS 	1

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of cleaning practices in a hotel • Makes evident a detailed relationship between cleaning duties and the quality of service provided by a hotel 	4
<ul style="list-style-type: none"> • Demonstrates an understanding of cleaning practices in a hotel • Makes evident a relationship between cleaning duties and the quality of service provided by a hotel 	3
<ul style="list-style-type: none"> • Provides information about cleaning practices in a hotel 	2
<ul style="list-style-type: none"> • Provides limited information about cleaning or quality of service in a hotel 	1

Question 24 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the procedures for making beds, removing stains and replacing linen • Makes evident a detailed relationship between the procedures for making beds, removing stains and replacing linen • Provides industry specific examples 	7–8
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the procedures for making beds, removing stains and replacing linen • Makes evident a relationship between the procedures for making beds, removing stains and replacing linen • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Demonstrates a general understanding of the procedures for making beds, removing stains and replacing linen • Provides some industry examples 	3–4
<ul style="list-style-type: none"> • Provides limited information about the procedures for making beds AND/OR removing stains AND/OR replacing linen • May provide limited examples 	1–2

Hospitality

2012 HSC Examination Mapping Grid

Section I

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	Develop and update hospitality industry knowledge SITHIM0001A EI-1 p:14			X		X		X	
2	1	Follow health, safety and security procedures SITXOMS0001A EI-1 p:63	X		X					
3	1	Participate in environmentally sustainable work practices SITXENV001A E-2 pg:51							X	
4	1	Develop and update hospitality industry knowledge SITHIND001A EL-1 p:15							X	
5	1	Develop and update hospitality industry knowledge SITHIND001A EI-1 p:16							X	
6	1	Follow health, safety and security procedures SHXOMS001A EI-1 p:58				X		X		
7	1	Work with colleagues and customers SITXCOM001A EI-5 p:33		X						
8	1	Follow workplace hygiene procedures SITXOHS002A EI-1 p:74			X					
9	1	Work with colleagues and customers SITXCOM001A EI-2 p:27				X		X		
10	1	Develop and update hospitality industry knowledge SITHIND001A EI-2 p:17	X						X	
11	1	Develop and update hospitality industry knowledge SITHIND001A EI-2 p: 17	X						X	
12	1	Follow workplace hygiene procedures SITXOMS002A EI-1 p:73							X	
13	1	Participate in environmentally sustainable work practices SITXENV001A EI-1 p:50			X		X			
14	1	Follow workplace hygiene procedures SITXOMS002A EI-2 p:73			X				X	
15	1	Participate in environmentally sustainable work practices SITXENV001A EI-3 p:52			X	X				

Section II

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16 (a)	2	Follow health, safety and security procedures SITXOMS001A EI-2 p:61	X			X				
16 (b)	2	Follow health, safety and security procedures SITXOMS001A EI-1 p:59			X	X				
17 (a)	2	Develop and update hospitality industry knowledge SITMIND001A EI-2 p:18				X			X	
17 (b)	4	Develop and update hospitality industry knowledge SITMIND001A EI-2 p:17			X	X		X		
18 (a)	2	Follow health, safety and security procedures SITXOMS001A EI-1 p:59				X			X	
18 (b)	3	Follow health, safety and security procedures SITXOMS001A EI-1 p:58–59				X			X	
18 (c)	4	Follow health, safety and security procedures SITXOMS001A EI-1 p:59				X			X	
19 (a)	3	Work with colleagues and customers SITXCOM001A EI-5 p:32	X	X		X				
19 (b)	5	Work with colleagues and customers SITXCOM001A EI-5 p:33	X	X						
20	8	Follow workplace hygiene procedures SITXOMS002A EI-1 p:72			X				X	

Section III

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
21	15	Work in a socially diverse environment SITXCOM002A EI-1 p:39-40 Work with colleagues and customers SITXCOM001A EI-1 p:25/EI-3 p:27	X	X	X	X			X	

Section IV

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22 (a)	3	Clean and maintain kitchen premises SITHCCC004A EI-1 p:151			X	X				
22 (b)	4	Clean and maintain kitchen premises; Organise and prepare food SITHCCC004A EI-1 p:150 SITHCCC001A EI-1 p:131			X	X	X			
22 (c)	8	Use basic methods of cookery SITHCCC005A EI-1 and E2 p:161-162			X					X
23 (a)	3	Clean premises and equipment SITHACS006A EI-1 p:102			X	X				
23 (b)	4	Clean premises and equipment; Serve food and beverages to customers SITHACS006A EI-1 p:100 SITHFAB003A EI-4 p:190			X	X	X			
23 (c)	8	Serve food and beverage to customers SITHFAB003A EI-3 p:188			X	X	X			X
24 (a)	3	Clean premises and equipment SITHACS006A EI-1 p:102			X	X				
24 (b)	4	Clean premises and equipment SITHACS006A EI-1 p:100			X	X	X			
24 (c)	8	Prepare rooms for guests SITHACS005A EI-3 p:91-92			X	X	X			