



2010 HSC Hospitality Marking Guidelines

Section I

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

Section II

Question 16 (a)

Criteria	Marks
• Sketches in general terms the function of the front office in a large hotel	2
• Makes a statement about the front office	1

Question 16 (b)

Criteria	Marks
• Provides characteristics and features of the interrelationship of TWO departments in a large hotel	4
• Provides general characteristics and features of the interrelationship of TWO departments in a large hotel	3
• Provides general characteristics and features of TWO departments in a large hotel	2
• Makes a statement about a department(s) in a large hotel	1

Question 17 (a)

Criteria	Marks
• States meaning and identifies a correct example of cross-contamination	2
• States meaning of cross-contamination in limited terms OR provides a basic example	1

Question 17 (b)

Criteria	Marks
• Makes evident the relationship between hygiene procedures and the prevention of cross-contamination • Provides examples of hygiene procedures to prevent cross-contamination	4–5
• Provides general information about hygiene procedures • Provides general examples of preventative hygiene procedures or cross-contamination	2–3
• Makes a statement about hygiene procedures or cross-contamination	1

Question 18 (a)

Criteria	Marks
• Sketches in general terms how job function and Occupational Health and Safety issues influence personal presentation standards • Provides examples	3
• Makes statements about how job function and/or Occupational Health and Safety issues influence personal presentation standards • Provides example(s)	2
• Makes a statement about job function and/or Occupational Health and Safety or personal presentation standards	1

Question 18 (b)

Criteria	Marks
• Provides detailed information about the characteristics and features of factors influencing customer needs and expectations in the hospitality industry	4
• Provides general information about the characteristics and features of factors influencing customer needs and/or expectations in the hospitality industry	2–3
• Makes a statement about customer needs and/or expectations	1

Question 19

Criteria	Marks
<ul style="list-style-type: none"> • Makes evident the relationship between safe work practices and procedures and the prevention of breaches in health, safety and security in the workplace • Provides appropriate industry examples 	6–7
<ul style="list-style-type: none"> • Indicates how safe work practices and procedures may prevent breaches in health, safety and security in the workplace • Provides industry example(s) 	4–5
<ul style="list-style-type: none"> • Provides general information about safe work practices and procedures and/or breaches in health, safety and security in the workplace • May provide an industry example 	2–3
<ul style="list-style-type: none"> • Makes a statement about safe work practices or breaches in health, safety and security or gives an example 	1

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Makes evident the relationship between how: <ul style="list-style-type: none"> barriers to communication misunderstandings regarding roles and prejudice and intolerance may contribute to potential conflict when working with customers and colleagues Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> Indicates how <ul style="list-style-type: none"> barriers to communication misunderstandings regarding roles and prejudice and intolerance may contribute to potential conflict when working with customers and colleagues Provides relevant industry examples 	5–6
<ul style="list-style-type: none"> Provides general information about how <ul style="list-style-type: none"> barriers to communication and/or misunderstandings regarding roles and/or prejudice and intolerance may contribute to potential conflict when working with customers and colleagues Provides relevant industry example(s) 	3–4
<ul style="list-style-type: none"> Makes a statement(s) about how <ul style="list-style-type: none"> barriers to communication or misunderstandings regarding roles or prejudice and intolerance may contribute to potential conflict when working with customers and colleagues 	1–2

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of environmentally sustainable work practices in the hospitality industry when using materials, energy, and equipment and associated consumables • Supports a detailed argument about the importance of using environmentally sustainable work practices when using materials, energy, and equipment and associated consumables • 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 environmentally sustainable work practices in the hospitality industry when using materials, energy, and equipment and associated consumables • Supports an argument about the importance of using environmentally sustainable work practices when using materials, energy, and equipment and associated consumables • Provides a logical response that includes industry terminology and industry examples 	10–12
<ul style="list-style-type: none"> • Provides information related to environmentally sustainable work practices in the hospitality industry when using materials and/or energy and/or equipment and associated consumables • Provides a general response that includes industry terminology and industry examples 	7–9
<ul style="list-style-type: none"> • Provides limited information related to environmentally sustainable work practices in the hospitality industry when using materials and/or energy and/or equipment and associated consumables • Provides a general response that includes industry examples 	4–6
<ul style="list-style-type: none"> • Provides basic information related to environmentally sustainable work practices 	1–3

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides characteristics and features of the mise en place activities carried out in a commercial kitchen 	4–5
<ul style="list-style-type: none"> Provides limited characteristics and features of the mise en place activities carried out in a commercial kitchen 	2–3
<ul style="list-style-type: none"> Makes a statement about mise en place or a commercial kitchen 	1

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Demonstrates a comprehensive understanding of the importance of workflow for customers and colleagues in the preparation of food items Identifies components of workflow and the relationship between them in the preparation of food items Provides industry examples 	9–10
<ul style="list-style-type: none"> Demonstrates a detailed understanding of the importance of workflow for customers and colleagues in the preparation of food items Identifies some of the components of workflow and a general relationship between them in the preparation of food items Provides industry examples 	7–8
<ul style="list-style-type: none"> Demonstrates a general understanding of the importance of workflow for customers and/or colleagues in the preparation of food items Provides industry examples 	5–6
<ul style="list-style-type: none"> Provides limited information about the importance of workflow for customers and/or colleagues in the preparation of food items Provides some industry examples 	3–4
<ul style="list-style-type: none"> Lists basic information related to the importance workflow for customers or colleagues in the preparation of food items 	1–2

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides characteristics and features of the information that food and beverage attendants may be required to provide to customers 	4–5
<ul style="list-style-type: none"> Provides limited characteristics and features of the information that food and beverage attendants may be required to provide to customers 	2–3
<ul style="list-style-type: none"> Makes a statement about food and beverage attendants or customers 	1

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the procedures required for the preparation and service of TWO non-alcoholic beverages, ONE of which is served hot • Identifies components and the relationship between them for the preparation and service of TWO non-alcoholic beverages, ONE of which is served hot, to ensure customer satisfaction 	9–10
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the procedures required for the preparation and service of TWO non-alcoholic beverages, ONE of which is served hot • Identifies some of the components and a general relationship between them for the preparation and service of TWO non-alcoholic beverages, ONE of which is served hot, to ensure customer satisfaction 	7–8
<ul style="list-style-type: none"> • Demonstrates a general understanding of the procedures required for the preparation and service of a non-alcoholic beverage, ONE of which is served hot 	5–6
<ul style="list-style-type: none"> • Provides limited information about the procedures required for the preparation and service of a non-alcoholic beverage 	3–4
<ul style="list-style-type: none"> • Lists basic information related to procedures required for the preparation and service of a non-alcoholic beverage 	1–2

Question 24 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Provides characteristics and features of the information that should be supplied and confirmed to guests when making a room booking 	4–5
<ul style="list-style-type: none"> • Provides limited characteristics and features of the information that should be supplied and confirmed to guests when making a room booking 	2–3
<ul style="list-style-type: none"> • Makes a statement about a room booking 	1

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the procedures required to service a check-out room in a large hotel • Identifies the components and the relationship between the procedures required to service a check-out room in a large hotel • Provides industry examples 	9–10
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the procedures required to service a check-out room in a large hotel • Identifies some components and a general relationship between the procedures required to service a check-out room in a large hotel • Provides industry examples 	7–8
<ul style="list-style-type: none"> • Demonstrates a general understanding of the procedures required to service a check-out room in a large hotel • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Provides limited information about the procedures required to service a check-out room in a large hotel • Provides some industry examples 	3–4
<ul style="list-style-type: none"> • Lists basic information related to the procedures required to service a check-out room 	1–2

Hospitality

2010 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	Develop and update Hospitality Industry knowledge
2	1	Work with colleagues and customers
3	1	Follow workplace hygiene procedures
4	1	Work with colleagues and customers
5	1	Follow workplace hygiene procedures
6	1	Develop and update Hospitality Industry knowledge
7	1	Work with colleagues and customers
8	1	Follow workplace hygiene procedures
9	1	Follow workplace hygiene procedures
10	1	Follow health, safety and security procedures
11	1	Follow health, safety and security procedures
12	1	Work in a socially diverse environment
13	1	Follow health, safety and security procedures
14	1	Develop and update Hospitality Industry knowledge
15	1	Follow workplace hygiene procedures
Section II		
16(a)	2	Develop and update Hospitality Industry knowledge
16(b)	4	Develop and update Hospitality Industry knowledge
17(a)	2	Follow workplace hygiene procedures
17(b)	5	Follow workplace hygiene procedures
18(a)	3	Work with colleagues and customers
18(b)	4	Work with colleagues and customers
19	7	Follow health, safety and security procedures
20	8	Work in a socially diverse environment, Work with colleagues and customers
Section III		
21	15	Participate in Environmentally sustainable work policies
Section IV		
22(a)	5	Organise and prepare food
22(b)	10	Organise and prepare food, Present food, Use basic methods of cookery
23(a)	5	Serve food and beverage to customers
23(b)	10	Prepare and serve non-alcoholic beverages
24(a)	5	Receive and process reservations
24(b)	10	Prepare rooms for guests