



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

2009 HSC Hospitality Marking Guidelines

Section I

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

Section II

Question 16 (a)

Competencies assessed: THHGGA06B

MARKING GUIDELINES

Criteria	Marks
• Recognises and names THREE types of storage areas and the appropriate stock they would contain	3
• Recognises and names TWO types of storage areas and the appropriate stock they would contain	2
• Recognises and names ONE type of storage area and the appropriate stock it would contain	1

Question 16 (b)

Competencies assessed: THHGGA06B

MARKING GUIDELINES

Criteria	Marks
• Sketches the characteristics of a suitable storage space for stock	3
• Makes statements about suitable storage space for stock	2
• Makes a statement about storage space	1

Question 17*Competencies assessed: THHGHS01B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Identifies hygiene risks in the handling of linen and garbage• Makes evident the relationship between hygiene risks and the handling of linen and garbage• Uses industry examples	5–6
<ul style="list-style-type: none">• Provides general information about the handling of linen and/or garbage	3–4
<ul style="list-style-type: none">• Makes statements about linen and/or garbage	1–2

Question 18*Competencies assessed: THHGHS02B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Provides detailed characteristics and features of the health and safety procedures which should be followed when using cleaning agents and chemicals in the hospitality industry	6–7
<ul style="list-style-type: none">• Provides characteristics and features of the health and safety procedures which should be followed when using cleaning agents and chemicals in the hospitality industry	4–5
<ul style="list-style-type: none">• Provides limited characteristics and features of the health and safety procedures which should be followed when using cleaning agents and/or chemicals	2–3
<ul style="list-style-type: none">• Makes a statement about cleaning <p>OR</p> <ul style="list-style-type: none">• Makes a statement about health and safety	1

Question 19 (a)*Competencies assessed: THHCOR03B***MARKING GUIDELINES**

Criteria	Marks
• Identifies the main features of the role of Work Cover	2
• Lists a role of Work Cover	1

Question 19 (b)*Competencies assessed: THHCOR03B***MARKING GUIDELINES**

Criteria	Marks
• Provides characteristics and features of the responsibilities of an employer under the <i>Occupational Health and Safety Act 2000</i> (NSW)	5–6
• Provides limited characteristics and features of the responsibility of an employer under the <i>Occupational Health and Safety Act 2000</i> (NSW)	3–4
• Makes a statement about responsibilities of an employer with regards to Occupational Health and Safety	1–2

Question 20*Competencies assessed: THHC001B***MARKING GUIDELINES**

Criteria	Marks
• Makes evident the relationship between a hospitality employee's work performance and keeping up to date with industry information • Provides examples of specific sources of information	7–8
• Indicates how a hospitality employee's work performance is enhanced by keeping up to date with industry information • Provides examples of general sources of information	5–6
• Provides general information about work performance and/or keeping up to date with industry information	3–4
• Makes a statement about work performance or keeping up to date or sources of information	1–2

Section III

Question 21

Competencies assessed: *THHCOR01B, THHCOR02B, THHCO01B*

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates comprehensive understanding of interpersonal, communication and customer service skills• Makes a detailed judgement clearly showing the importance of the interpersonal, communication and customer service skills required by hospitality employees• Provides a well reasoned response that includes industry terminology and industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed understanding of interpersonal, communication and customer service skills• Makes a judgement clearly showing the importance of the interpersonal, communication and customer service skills required by hospitality employees• Provides a reasoned response that includes industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Provides information related to a combination of interpersonal and/or communication and/or customer services skills• Provides a general response that includes industry terminology with industry examples	7–9
<ul style="list-style-type: none">• Provides limited information related to interpersonal and/or communication and/or customer services skills• A response that includes limited terminology with example(s)	4–6
<ul style="list-style-type: none">• Provides basic information related to interpersonal and/or communication and/or customer service skills	1–3

Question 22*Competencies assessed: THHBCC11B, THHBKA01B, THHBKA02B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the use of HACCP with reference to fresh chicken OR fresh prawns• Draws out and relates the implications of using HACCP to ensure safe production of food from delivery to service• A well-reasoned and cohesive response that includes correct industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed understanding of the use of HACCP with reference to fresh chicken OR fresh prawns• Draws out and relates limited implications of using HACCP to ensure safe production of food from delivery to service• A reasoned response that includes industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Demonstrates a general understanding of HACCP with reference to fresh chicken OR fresh prawns• Makes a general response about how HACCP can ensure safe production of food from delivery to service• A general response that includes industry terminology with examples	7–9
<ul style="list-style-type: none">• Provides limited information about HACCP and/or safe production of food• A response that includes limited terminology with some examples	4–6
<ul style="list-style-type: none">• Lists basic information about HACCP OR safe production of food	1–3

Question 23*Competencies assessed: THHBFB03B, THHNBFB02B***MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of flow of service in an à la carte restaurant• Draws out and relates the implications of establishing and monitoring flow of service• A well reasoned and cohesive response that includes correct industry terminology with detailed industry examples	13–15
<ul style="list-style-type: none">• Demonstrates a detailed understanding of flow of service in an à la carte restaurant• Draws out and relates limited implications of establishing and monitoring a flow of service• A reasoned response that includes industry terminology with industry examples	10–12
<ul style="list-style-type: none">• Demonstrates a general understanding of flow of service• Makes a general response about establishing and monitoring a flow of service• A general response that includes industry terminology with industry examples	7–9
<ul style="list-style-type: none">• Provides limited information about flow of service• A response that includes limited terminology with some examples	4–6
<ul style="list-style-type: none">• Lists basic information about flow of service• Uses example(s)	1–3

Question 24

Competencies assessed: THTSOP06B, THHGGA02B, THHGCS02B

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the procedures required to receive and process reservations to ensure customer satisfaction • Draws out and relates the implications of receiving and processing reservations to ensure customer satisfaction. • A well-reasoned and cohesive response that includes correct industry terminology with detailed industry examples 	13–15
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the procedures required to receive and process reservations to ensure customer satisfaction • Draws out and relates limited implications of receiving and processing reservations to ensure customer satisfaction • A reasoned response that includes industry terminology with industry examples 	10–12
<ul style="list-style-type: none"> • Demonstrates a general understanding of the procedures required to receive and process reservations to ensure customer satisfaction • Makes a general response about the procedures required to receive and process reservations to ensure customer satisfaction • A general response that includes industry terminology with industry examples 	7–9
<ul style="list-style-type: none"> • Provides limited information about receiving and/or processing reservations • A response that includes limited terminology with some examples 	4–6
<ul style="list-style-type: none"> • Lists basic information about receiving or processing reservations • Uses example(s) 	1–3

Hospitality

2009 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	THHGHS01B – Follow workplace hygiene procedures
2	1	THHGGA06B – Receive and store stock
3	1	THHGGA01B – Communicate on the telephone
4	1	THHCOR03B – Follow health, safety and security procedures
5	1	THHGHS01B – Follow workplace hygiene procedures
6	1	THHCOR02B – Work in a socially diverse environment
7	1	THHGGA06B – Receive and store stock
8	1	THHCOR03B – Follow health, safety and security procedures
9	1	THHHCO01B – Develop and update hospitality industry knowledge
10	1	THHHCO01B – Develop and update hospitality industry knowledge
11	1	THHCOR01B – Work with colleagues and customers
12	1	THHGHS01B – Follow workplace hygiene procedures
13	1	THHCOR01B – Work with colleagues and customers
14	1	THHGGA01B – Communicate on the telephone
15	1	THHCOR03B – Follow health, safety and security procedures
Section II		
16 (a)	3	THHGGA06B – Receive and store stock
16 (b)	3	THHGGA06B – Receive and store stock
17	6	THHGHS01B – Follow workplace hygiene procedures
18	7	THHGHS02B – Clean premises and equipment
19 (a)	2	THHCOR03B – Follow health safety and security procedures
19 (b)	6	THHCOR03B – Follow health, safety and security procedures
20	8	THHHCO01B – Develop and update hospitality industry knowledge
Section III		
21	15	THHCOR01B – Work with customers and colleagues THHCOR02B – Work in a society diverse environment THHHCO01B – Develop and update work hospitality industry knowledge
22	15	THHBCC11B – Implement food safety procedures THHBKA01B – Organise and prepare food THHBKA02B – Present food
23	15	THHBFB03B – Provide food and beverage service THHBFB02B – Provide a link between kitchen and services areas
24	15	THTSOP06B – Receive and process reservations THHGGA02B – Perform office procedures THHGCS02B – Promote products and services