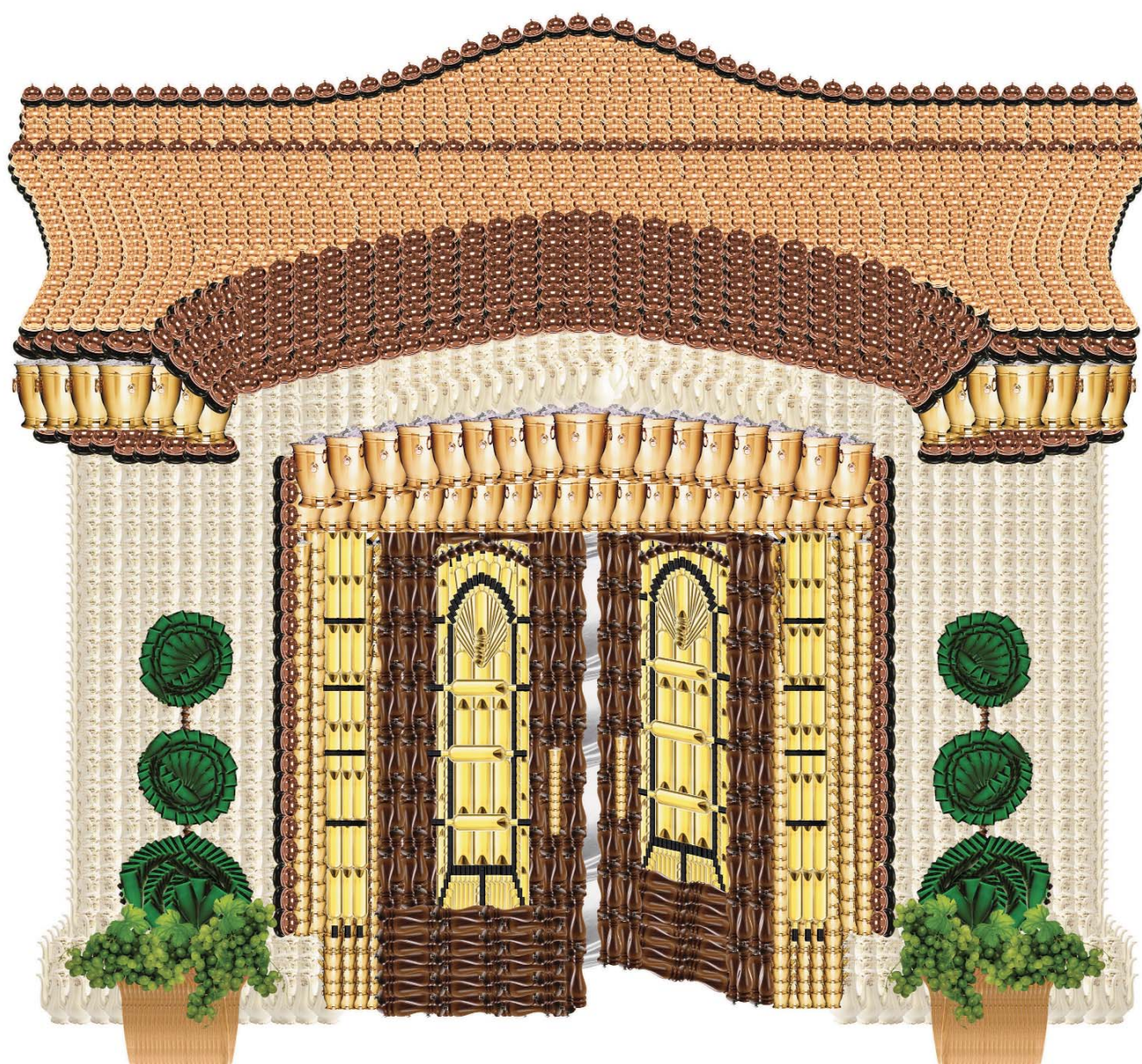


MARKING COMMENTARY

UNIT 9 - HOSPITALITY SERVICES



MODERATOR'S MARKING COMMENTARY ON Level 3 Unit 9 (HOS3U9)

Task number	COMMENTS	Learning Outcomes	Band/mark
1	<p>Research has taken place and is referenced by source at the beginning of the assignment and authenticated through witness testimony from the teacher. Research is not a requirement of this unit but this is good practice. The introduction to the company is good technique and reads well, but does not form part of the assessment and consequently marks cannot be allocated.</p> <p>The roles and key responsibilities are defined, although not always linked specifically into event catering. Good explanation of the reasons for collaborative working and how it is managed. More clarity on whether staff are functional or operational may have improved this section slightly.</p> <p>For the legal obligations it is not clear what actually forms the handbook. The learner does explain the content of the main pieces of legislation and is credited for this. However, the level of detail is far in excess of what would normally be included (except in the form of an appendix). Guidance on selection and rejection of material could form a useful discussion. There is limited explanation of the principles behind the legislation.</p> <p>The presentation of the impact of legislation is clear – easy to read and for employees to consult. The column listing things that could go wrong brings some reality to the task and most employees could identify with this. However, the chart does not address the impact, eg the impact could have been related to the cost of providing fire extinguishers, time/cost of applying for licences. This would be relevant as this is a new unit/business that is being set up.</p> <p>Risk Assessments section clearly defines with easy to read grading and examples to clarify the system. The risk assessments were not applied to a range of functional areas, and consequently, by best fit, this AC achieves band 2.</p>	<p>1a and 1b</p> <p>2a</p> <p>2b</p> <p>3a</p>	<p>Band 2</p> <p>Mark for LO1=11</p> <p>Band 2</p> <p>Band 1</p> <p>Mark for LO2=8</p> <p>Band 2</p>

2	<p>3 practical risk assessments have been carried out and documented and fulfil the specification in terms of the range of functional areas (administration, room division, restaurant - p.113). Improvements have been suggested and short term measures introduced. However, the cleaning materials risk assessment states that the dishwasher needs a new seal again. This seems to be an error of cut and paste (from the wash up area risk assessment) and is not relevant here. Consequently this does not constitute 3 full risk assessments and so will affect the mark for this AC. The importance of proof-reading is clear here.</p> <p>The scope (p.113) states the risk assessments must be communicated to different audiences in different ways. This is covered, although it is not clear how the risk assessments would be incorporated into the employees' guide.</p> <p>The findings are presented to management through an internal memo although this lacks depth and detail.</p>	3b 3c	<p>Band 2</p> <p>Mark for LO3=6</p>
3	<p>Short slide show to emphasise the main points of co-operation and collaboration, although lacking the specific emphasis on customer service. There is no evidence from a witness testimony from the teacher of whether these slides were actually presented and expanded upon and so consequently we can only credit the slides which lack true evaluation.</p>	4	<p>Band 1</p> <p>Mark for LO4 = 6</p>
			<p>Overall mark = 31</p>