

PRINCIPAL EXAMINER'S REPORT



BOTSWANA
EXAMINATIONS
COUNCIL

BGCSE HOSPITALITY & TOURISM STUDIES

2024

PAPER 1: WRITTEN PAPER

General Comments

The general performance for this component was low although the paper was well spread among grades A, C, E. However general performance was better in comparison the 2023, performance. Candidates responded well to recall questions but responded poorly to high order questions, mainly those with the verb “DISCUSS”. Responses to hospitality questions were good as compared to the Tourism questions. Candidates had good language command and used relevant industry terminology. This reflected that teaching and learning had taken place. Majority of the high order questions were poorly done therefore the centre need to place more emphasis on this element of the syllabus and guide candidates on responding to high order questions.

There were some candidates who gave statements such as “I don’t know, but if I was interested I would know, u see! u see what I was talking about a child should be excited to learn”, “this is also a good question, so far I have only encountered good question, just that these questions are not written question, they should be oral, they be conversational questions not written” and “Nope not answering this, it’s an ok question and also oral, I am not answering it, it does not deserve my thoughts.” Generally, the statements are an indication of candidates that were not prepared for the examination. Centres are advised to give candidates more practice questions on both theory and practical to prepare them for the examination.

Comments on Individual Questions

Section A

- 1 Candidates performed well. Generally, the candidates were aware that a tourist attraction is a place or object of interest that exists to attract tourists. The majority of the candidates did exceptionally well.
- 2 Candidates responded very well to this question. Majority of the candidates were able to list some of the disadvantages of mass tourism from cultural dilution, seasonal work, land degradation, pollution and loss of land.
- 3 The question was poorly done. Majority of the candidates did not know the chilling a glass before serving a cold beverage helps to preserve the cold temperature of the beverage. Centres are advised to cover the importance of using a cold glass rather than an ordinary cool glass to serve cold drinks.
- 4 The question was well done. The candidates were awarded a mark for identifying an income generator and another mark for adding detail to make a description of the income generator. Candidates demonstrated excellent understanding of the concept.
- 5 This question was done exceptionally well. Candidates demonstrated excellent knowledge of the concept of Botho.
- 6 This question was done averagely well. The candidates were awarded a mark for identifying a way like good communication. Most candidates understood the concept of reliability and were able to identify the two ways, hence getting two marks for their efforts. However, some candidates were challenged with issues of explaining the way.

- 7 The question was poorly done. Candidates generally seemed to be confused when dealing with 'Discuss' questions. Many candidates failed to address the key aspects of the question to be awarded all the marks. For candidates to be awarded all the marks, the issue should be clearly discussed identifying significance of key points in the situation. Discussion considers the effective and limitations of the procedure for the given situation. Conclusions are well-argued and well-constructed. The discussion should ensure that the key points of avoiding making the complaint a personal issue, acknowledging the complaint and apologising, offering choices, being specific in how the complaint will be resolved and empathising are covered in the directly or indirectly in the discussion.
- 8 This question was done satisfactorily. The candidates were to demonstrate good knowledge of tour employee. They were to discuss the issue clearly, identifying significance of key points in the situation. Discussion considers the effective and limitations of the procedure for the given situation. Conclusions are well-argued and well-constructed. The key points to be covered were manage the group, make travel arrangements, monitor group activities and carry out research for the group and guide group through activities. The points should be covered for the candidates to score all the marks.
- 9 This was a high order question. The candidates were discuss the issue clearly identifying significance of key points in the situation. The discussion should consider the effective and limitations of the procedure for the given situation. Conclusions are well-argued and well-constructed. Candidates demonstrated good knowledge of hygiene practices however there were challenges in discussing the practices as candidates generally explained or described the practices. The indicative content was mainly waste management, food hygiene, personal hygiene, environmental hygiene and food handling.
- 10 The question was done poorly. Candidates demonstrated good knowledge of planning a tour but failed to give responses relevant to the question. They failed to realise that there are areas like commission, activities, entrance fees, meals and accommodation where they may be spending their money on. Centres are advised to explain all the areas where a tourists is likely to spend their money on.
- 11 This was a high order question. The candidates had to have a clear discussion that references the importance of the issue. There should be conclusions drawn that are well reasoned. Candidates demonstrated good knowledge, but some missed or lacked understanding of concepts. The key points are inform customers of rules and regulations, inform customers of their expected behaviour on the tour and inform tourists of acceptable dress code. Centres are advised to assist candidates in answering questions where they have to discuss concepts.
- 12 This question required basic knowledge of stock ingredients. It was fairly done but majority of candidates could not differentiate that chicken bones and not chicken is used for stock making.
- 13 This question was done well. Candidates demonstrated excellent knowledge of activities which included water rafting, canoeing, fishing, bird viewing and star grazing.
- 14 This question was done well. Candidates demonstrated good knowledge of traditional dance but failed to describe it as an attraction.
- 15 This question was poorly done. Candidates seemed generally confused. The candidates were to get a mark for basic description and all the marks for a detailed description. Some of the responses were: Income is lost as money for the supplies is paid to organisations outside that community. The

community loses out on opportunities to reinvest the money and improve their livelihoods. Local businesses may fail to sustain themselves and retaliate to tourism activity.

- 16** Candidates demonstrated some knowledge of the transport sector. The majority of the candidates were able to describe the functions that they listed especially provision of mobility and easy accessibility.

Section B

- 17** The question was well attempted with some reasoned discussions. For the candidates to score all the marks, their discussion should give reasoned conclusions on how community-based projects help minimise negative impacts of tourism. They should make good submissions and clearly state opinion to add value to the discussion. Their discussion should be clear, communicated logically using appropriate language. Candidates reflected some knowledge on the issues of how community-based projects help minimise negative impacts of tourism. There was good language command.

The key points to be covered were enterprise ownership, participating in decision making, employment, supply of goods and services, income generation, preservation of culture, improved care for environment, increase pride for culture.

- 18** The question done well. Candidates demonstrate excellent knowledge of hazards in the kitchen. The candidates' discussion should give reasoned conclusions about the possible hazards. It must make good submissions and clearly states opinion to add value to the discussion. The discussion is clear, communicated logically using appropriate language for them to score all the marks. The key points to be covered in the discussion are falls, spillages, chemical contamination, physical hazards, chemical hazards, microbiological hazards, cuts, etc.

PAPER 2: PRACTICAL TEST

General Comments

It is evident that most candidates seemed to understand the task. The candidates were able to perform the task as prescribed by the recipe. All candidates seemed to understand the subject terminology.

In regard to the restaurant the candidates were able to perform the task, but most had a problem using the availed equipment that they used e.g. Blenders.

Comments of Individual Questions

Item	Observation	Recommendation
Recipe booklet	Most candidates were not familiar with the use of kitchen conversion chart which affected the measurement of most ingredients. Most candidates were unfamiliar with the use of some equipment.	Facilitators should make it a point to familiarise candidates with the conversion chart and the use of equipment. Candidates should be provided with standard measuring tools.
Recipe Modification form	There were no issues with the recipe modification form. All candidates were able to modify the recipe.	N/A
Shopping list	The shopping list was detailed for categories and was mostly well done by candidates.	N/A
Work plan	The work plan was well done by most candidates and well sequenced.	Even though the work plan was sequenced facilitators should make it a point to teach candidates proper sequencing of preparing dishes.
Marking Criteria	Marking criteria was aligned to the assessment instrument.	
General Candidate Performance	Generally, the performance of the candidate was satisfactory, candidates performed well, attempted all the tasks. However, it was observed that most candidates set the table to below set standards.	Facilitators are advised to teach candidates the standard setting and to make sure candidates set the table according to the task.

PAPER 3: PROVIDER BASED ASSESSMENT

General Comments

The moderation process for the 2024 Paper 3 examination in Hospitality & Tourism Studies revealed significant improvements across all four components, particularly in the quality of evidence submitted. Candidates effectively demonstrated their competencies through clear and audible video submissions, which enhanced the overall presentation of their work. However, many of the videos were unedited, resulting in excessive lengths that sometimes detracted from the clarity of the presentations. This underscores the need for better editing practices to streamline content while maintaining its quality.

This year, the school made strides in digitalisation by introducing hard drives for storing evidence. While this marked a commendable step forward, several challenges emerged. The resources available for viewing evidence were inadequate; laptops provided for the process had insufficient storage capacity, frequently froze during use, and were often incompatible with certain hard drives. In some cases, this incompatibility led to evidence being deleted upon insertion. Additionally, the requirement for evidence to be stored in read-only memory was not met, as the use of hard drives left the evidence editable, raising concerns about the integrity of submissions. Addressing these challenges will require the provision of adequate digital resources, ensuring compatibility between devices, and training candidates to use digital platforms effectively. This includes guiding them on how to sign and scan forms digitally to ensure that all required information is accurately reflected.

Overall, candidates performed well, showcasing strong technical skills and logical processes in their submissions. However, there are areas that need improvement. Candidates require a deeper understanding of task requirements, particularly in accurately completing forms and adhering to provided instructions. Additionally, there is room to strengthen sales persuasion skills to enhance customer interactions. Creativity and flexibility in task delivery should also be encouraged, as this would help foster unique and engaging presentations while avoiding monotony.

To improve the process further, it is essential to address resource constraints by ensuring adequate and compatible digital tools are available for viewing and storing evidence. Regular standardisation exercises and internal moderation should be implemented to align marking practices and maintain fairness. Enhanced training for candidates is also recommended, focusing on interpreting task requirements, using digital tools effectively, and developing persuasive communication skills.

While the overall performance of candidates was commendable, addressing the challenges related to digitalisation, task interpretation, and resource availability will be critical for future improvements. Continued efforts to refine processes and elevate the standards of evidence submission will further enhance the Hospitality & Tourism Studies program, ensuring its relevance and effectiveness.

Comments on Individual Tasks

Front Office: The majority of candidates demonstrated impressive work, with clear and audible evidence presented in their videos. Most candidates showed the ability to interact with customers effectively and establish their needs. Additionally, many managed to resolve problems satisfactorily, meeting client expectations. Candidates successfully completed registration forms and addressed most critical sections, though there remains room for improvement in this area.

Candidates need to enhance their ability to build rapport during customer interactions, as this is crucial for creating a positive customer experience. It is also important for candidates to understand the scoring criteria fully, as this will help them align their efforts with the requirements for mark allocation. Areas not required to be completed in forms should be validated.

Facilitators are encouraged to maintain consistency during role-playing exercises to ensure fairness in assessment, thereby providing all candidates with an equal opportunity to perform.

Housekeeping: The moderation process for the Housekeeping tasks revealed several strengths and areas for improvement that are essential for enhancing the overall quality of the program.

Sorting: The task of sorting was executed well. However, there is a clear need for improvement in the writing aspect of the sorting form. It is crucial that candidates receive adequate facilitation on how to effectively use this form to ensure clarity and accuracy in their submissions. Candidates should be encouraged to proofread their work before submission.

Ironing: There is a need to enhance general health practices during the ironing process. Candidates need to improve on handling items during ironing.

Serving a Room: When it comes to serving a room, it is imperative to demonstrate a clear and systematic process. Proper tools and equipment must be provided for this task to ensure efficiency and safety. For instance, using a fire extinguisher to prop open a door while servicing a room poses a safety hazard and should be avoided. Additionally, tasks should be allocated the standard time specified in the facilitator instructions to maintain consistency and fairness in assessment.

Furthermore, facilitators should standardise their approach and be consistent in the sections where they ask candidates questions. This will help create a more uniform assessment environment and ensure that all candidates are evaluated on the same criteria.

Tour Guiding: The majority of candidates performed well in the tasks outlined for this activity, demonstrating their understanding and practical application of key tour guiding components. Below is a detailed review of their performance, along with areas for improvement:

Itinerary and Rationale: Most candidates designed clear and structured tour schedules, outlining essential details such as departure times, health and safety considerations, and required gear. Candidates provided rationale for location selection; however, justification often leaned more toward cultural aspects rather than broader themes like human interaction with flora. Candidates need to align their rationale more closely with the designated tour theme.

Costing: While candidates demonstrated an understanding of budgeting by completing budget forms, many struggled with interpreting the task. Instead of selecting relevant items within the provided budget, candidates tended to allocate costs to all items on the form. To improve, candidates should be thoroughly guided on interpreting instructions.

Briefing: Most candidates excelled in providing a synopsis of their tour activity, detailing departure times, meeting points, and necessary equipment. Their confidence in presenting briefings was commendable. However, candidates should avoid being seated during briefings, as this limits the use of non-verbal

communication, which is critical for engaging the audience. It is essential for candidates to assure customers of their safety during briefings, as this fosters trust and comfort among the tourists.

Guiding: Candidates displayed strong guiding skills, effectively addressing the theme of the tour. They identified flora using both Setswana and English/scientific names and explained the benefits of the flora to the local community in the chosen location. Commentary was delivered with confidence and clarity, though candidates should enhance their practicality by incorporating demonstrations. For instance, while explaining flora, they could hold a branch to provide a visual aid, ensuring health and safety measures are observed. Candidates asked tourists if they had questions during the guiding task, but facilitators indicated that there are no questions even though the task required them to ask at least one or two questions.

General Recommendations: Candidates need to be trained to effectively respond to questions during guiding tasks, as this is a critical assessment area. Emphasis should be placed on practical and demonstrative techniques during guiding to create a more engaging experience for tourists. Facilitators should ensure instructions for all tasks, including costing, rationale, and briefing, are clearly explained to candidates to promote understanding and adherence to expectations.

Travel Services: The performance of candidates in this task was generally good, with several commendable efforts observed alongside areas requiring improvement. Below is a detailed review of the key components:

Product Knowledge: Most candidates demonstrated a solid understanding of the package aspects, providing accurate and relevant information to meet customer needs. Candidates effectively collected necessary information from clients to complete reservation forms; however, some misinterpreted the details required for form completion as last years did. A few candidates successfully highlighted the benefits of the recommended aspects, showcasing their ability to promote the package. Most candidates covered all aspects of the package.

Reservation Forms: While some candidates performed well in completing reservation forms, others struggled with interpreting the task instructions. Last year, candidates often filled out sections of the form that were not required, instead of reserving only the package items requested by the customer while this year they did well in the selection but omitted to complete sections like passenger details and miscalculated costs. To improve, candidates need clearer guidance and induction on task requirements to minimise errors. Additionally, training on task-specific form completion should be prioritised to enhance accuracy.