

PRINCIPAL EXAMINER'S REPORT



BOTSWANA
EXAMINATIONS
COUNCIL

BGCSE HOSPITALITY & TOURISM STUDIES

2023



Paper 1: Written Theory

Section 1: 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 2022, 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 needs to place more emphasis on this element of the syllabus and guide candidates on responding to high order questions.

Section 2: Comments on Individual Questions

- 1 This question was done fairly. Most candidates demonstrated some level of knowledge on the term, they were able to define the term sustainability although some candidates demonstrated little knowledge on defining the term and they used basic/limited definitions or shallow words. There is a need for the Centre to guide candidates on the keywords needed to define a given term. The keywords there were “needs of current generations” and “without compromising or depleting”.
- 2 Candidates responded very well to this question. The common answers given by candidates were chartered flights, mokoro, 4 x 4 vehicles, canoe and boat. There were some responses that focused generally on modes of transport and ignored the relevance of the facility being within a delta. The centre needs to advise candidates on the focal areas of the question.
- 3 The question was done fairly well; most candidates gave full names of the pioneers. The common answers were Thomas Cook, Cesar Rits, Ray Kroc and Augustus Escoffier. However, some candidates gave only first names or last names and not the full names of the pioneers. There is a need for candidates to be advised to give full names when asked to list or name people.
- 4 The question was well done. Candidates demonstrated excellent knowledge of the duties of a housekeeper. Candidates were able to give detailed explanations of the duties of a housekeeper. The correct common response was; a housekeeper is responsible for performing a variety of cleaning activities and ensuring that all guest rooms are cared for in line with hotel standards etc. The centres must guide candidates to give responses in relation to why rather than how.
- 5 This question was done exceptionally well. Candidates demonstrated excellent knowledge of economic impacts. Candidates were able to state some correct answers as employment creation, source of income for locals, income leakage, infrastructural development, inflation, expensive lifestyle, economic activity and employment of expatriates into management positions etc. Challenged candidates were able to state up to three impacts. The centre must guide candidates on answering questions asking for certain number of responses to stated and share more on impacts.



- 6 This question was done exceptionally well. Most candidates listed the required number of components. The correct answers given by candidates were attractions, amenities, accessibility and accommodation. Candidates were able to recall components of a tourism destination.
- 7 The question was done well. Candidates generally demonstrated knowledge of the environmental effects and the correct effects were pollution, land degradation and conservation. Some candidates were challenged in explaining the impacts with most giving basic explanations of the impacts. The centre must advise candidates on how to explain these effects.
- 8 This question candidates did exceptionally well. Candidates demonstrate good knowledge and fully defined the term PAX. Candidates had to refer to number of guests and reservation or seating or table or event. Challenged candidates did not attempt the question at all. The centre is advised to do more of the explanation of the concept.
- 9 This was a high order question. Candidates demonstrated good knowledge of hygiene practices, common correct answers given by candidates were wash the fish and the vegetables before cutting, use green chopping board for vegetables and blue for fish and frequently wash hands. However, there were challenges in discussing the practices as candidates generally explained or described the practices.
- 10 The question was done exceptionally well. Candidates demonstrated good knowledge of equipment used in an industrial kitchen. The most common correct answers given were deep freezers, fridge, cold room and food warmer etc.
- 11 This was a high order question. Candidates demonstrated good knowledge of dealing with an intoxicated customer. The indicative content focused on bar attendant refusal of service/sale of more alcoholic drinks, clarity refusal, keep calm and calm the customer, offer alternatives and report issue to a supervisor however there were challenges in discussing how to deal with such a customer as candidates generally explained or described.
- 12 This was a high order question. The question was fairly done. Candidates demonstrated good knowledge of the acronym and applied it well to stock control. Most candidates' responses were explanations or descriptions rather than discussing the effectiveness of the concept.

The indicative content:

- First in, first out
 - Order of sales
 - Order of usage
 - Lead time
- 13 This question was done exceptionally well. Candidates' responses were descriptive and fully addressed the question. Candidates were able to describe external and internal customers of a hospitality and tourism business. The correct responses were Internal customers are part of the business and provide



services internally to the different business departments while External customers are from outside who see the business as a service provider and

- 14** This question was done exceptionally well. Candidates demonstrated good knowledge of the different sections of the kitchen where different food are prepared. The correct answers were Greek salad is prepared at the cold kitchen and pork chops at hot kitchen.
- 15** This was a high order question was poorly done. Candidates seemed generally confused and could not differentiate between Food production procedures and Food and Beverage service procedures. They outlined more of what related to food production procedures. Candidates demonstrated good use of industry terminology relating to food production procedures. Most candidates' responses were explanations or descriptions rather than the required discussion.

The indicative content:

- Collect order from the customer
 - Deliver order
 - Serve the order with the right equipment
 - Monitor the service area
 - Proper application of laws and legislation
- 16** This was a high order question and was fairly done. Candidates demonstrated some knowledge of customer service relating to online travel agencies. There was good command of industry terminology. Candidates' responses were generally descriptions/explanations rather than discussions as required.

The indicative content:

- Computerised reservations systems
- Online communication
- Self-check in
- Real time pricing
- Unlimited customer options

SECTION B

- 17** The question was well attempted with some reasoned discussions. Candidates reflected some knowledge on the issues of first impression at check in and outlined them well. There was good language command. Most responses were explanations/ descriptions rather than the required discussion. Mark allocation was not observed by most candidates as responses were very brief.

The indicative content:

- Warm welcome
- Prompt accurate registration



- Pledge assistance to meet guest needs
- Be empathetic
- Demonstrate knowledge of guest needs

18 The question was poorly attempted. Candidate gave limited assessments that reflected limited knowledge of how preservation can be a tool for minimising negative impacts. Responses were generic explanations/descriptions of preservation in the tourism and hospitality industry. Mark allocation was not observed by most candidates as responses were very brief.

The indicative content:

- Force of peace
- Strengthening communities
- Authentic culture
- Promote respect for local culture and heritage



Paper 2: Practical Test

Section 1: General Comments

Though there are previous papers it is evident that most candidates seemed to understand the task, e.g., the candidates were able to follow the recipes but had a challenge in understanding the subject terminology. Some candidates did not finish their planning session activities and now they were forced to do extra recalling in order to satisfy the given task.

Most dishes were satisfactory, but in the restaurant, they were not producing the beverages that were up to standard. The centre is advised to guide candidates to interpret the recipe and have more practice on preparations of different dishes and Beverages

Section 2: Observations

Item	Observation	Recommendation
Recipe booklet	All the candidates were provided with recipes booklet which was assessing the same dishes which made it easy for the examiners to make objective and consistent judgement.	
Recipe Modification form	The candidates were provided with the form to complete. Most of the candidate managed to complete the form correctly.	N/A
Shopping list	The candidates were provided with the form to complete. Most of the candidates managed to allocate ingredients to appropriate food groups which showed understanding of different food commodities. Most of the candidates managed to complete the form however there was a challenge with understanding of the units of measure.	Candidates should be able to divide all the food groups given in the shopping list accordingly.
Work plan	Candidates had to prepare a work plan that they will follow to carry out the preparation of dishes. Majority of the candidates we able to sequence their work logically within the allocated time.	The work plan guides the candidate on some of the aspects that will not be included on task to do.
Marking Criteria	This was used to determine the level of performance for activities carried out. Some of the aspects were marked concurrently e.g. shopping list and recipe modification were marked concurrently.	
General Candidate Performance	Generally, the performance of the candidates was satisfactory, e.g. in the aspect of Restaurant Etiquette, Table setting, Kitchen Etiquette, Mise en Place, Cooking and Quality of Outcome.	It is recommended that the candidates are to collect their own Equipment and ingredients in order to be able to identify resources needed in the preparation of specific beverages.



Paper 3: Provider Based Assessment

Section 1: General Comments

Candidates work showed that they had the required competencies to achieve the tasks, but they couldn't interpret what the task required. This was mostly seen in Tour Guiding and Travel Services where candidates had to cost activities and come up with budgets. Most candidates were not able to interpret the forms required to be completed during the tasks.

Most candidates provided the requisite evidence and exhibited requisite technical skills. Their evidence was clearly exhibited with logical steps and followed a process where necessary. There is need for improvement in the quality of materials used as evidence. The center prepared for moderation although there were some challenges which did not adversely hinder the process of moderation. The examiners need to be consistent in their comments, in relation to marking criteria. The grading descriptors should be used instead of using general performance qualifying terms; for example, the candidates did well in the task, rather state the descriptors stated in the marking schemes to allow easier allocation of marks.

Generally, the students performed well. The evidence provided was mostly aligned to the requirements of the tasks although there is need for improvement in some areas like interpretation and understanding of the forms before completion and sales persuasion skills when interacting with a customer. There was some degree of consistency in the assessment by the examiners, the marks awarded had reasonable variations.

Section 2: Comments on Individual Questions

TASK 1: Front Office

Most candidates did well in this task. Most candidates were able to interact with the customer and establish their needs. Candidates needed to solve a problem in order to satisfy the client's needs and that was achieved by most candidates. Candidates were able to manage the situation and come up with resolutions to the problem. Most candidates completed the registration form and satisfied all the critical sections that needed to be completed but there is need for improvement. For future improvements, candidates need to understand how they will be scored to satisfy all the criteria required for mark allocation. In this respect, the understanding of the marks allocation will help them in knowing how far they can go in responding to the tasks.

Task 2: Housekeeping

Most candidates did well in all the three activities in this task (Laundry sorting, Iron and Servicing a guest room).

Laundry sorting - Candidates understood the task very well. The laundry form was completed correctly with all the special requirements identified. Most candidates provided clear evidence which logically showed the steps followed while sorting laundry. The task was finished on time.

Iron – Most of the candidates did well. Candidates were able to select the correct equipment for each item ironed. Evidence provided was clearly stated in a logical manner.



Servicing a guest room - Most of the candidates did well. They were able to logically follow the procedures of preparing a guest room. Candidates were able to select the correct equipment, tools and detergents and applied them correctly. Most candidates were able to resolve a problem and showed a clear understanding of the issue and responded accordingly. A high standard of service was provided by shown in the evidence by most learners. Technical skills of making up a bed was shown by most candidates.

Task 3: Tour Guiding

Many of the candidates did well in all the tasks which were stipulated in this tasks.

Itinerary and Rationale - most students designed a clear schedule of their tour, stipulating the reasons for selecting the location, time of departure, the health and safety issues, especially the proper gear required.

Costing - candidates were able to provide a Budget form even though they had challenges in the interpretation of the form. Candidates were to select the relevant items required for the tour guided by the budget limit they were provided, instead, the candidates put costs in all the items in the budget form and exceeded the budget limit. Candidates need to be taken through the task and instructions should be explained to them for easier understanding.

Briefing – Most candidates were able to provide a synopsis of their tour activity very well. The candidates were able to give necessary information like the departure times, meeting venue before the tour, relevant equipment to bring. Most candidates showed confidence in their briefing.

Guiding – Most candidates showed excellent guiding skills and satisfied the theme of the tour. They were able to provide names of different wild animals and they were conducting in both Setswana and English / scientific names. Candidates were able to share with their tourists the benefits of the wild animals found in the location. The candidates were confident and provided clarity of their commentary were necessary.

Task 4: Travel Services

Most of the candidates did fairly in this task.

Product knowledge - They were able to share correct information about the attractions that were relevant to satisfy the needs of the customer. Candidates were able to collect necessary information from the client to complete the reservation form though they showed some misinterpretation of the task on the information required to complete the reservation form. Some candidates were able to show the benefits of choosing the locations they recommended. Most candidates provided information on all the aspects of the package.

Reservation forms. Candidates did fairly. Some candidates misinterpreted the task instructions of completing a reservation form. Candidates completed sections which were not required to be completed. The task required candidates to only reserve those package items required by the customer but instead, all the package items in the form were completed. This misinterpretation of the task was also identified at the Tour Guiding Budget Form task. There is need for candidates to be inducted on what is expected.