

For teaching from 2009 For awards from 2011

# HOSPITALITY AND CATERING (SINGLE AND DOUBLE AWARD)

SPECIMEN ASSESSMENT MATERIALS

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Candidate Name	Centre Number			Candidate Number				er		
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**GCSE** 

**HOSPITALITY AND CATERING** 

UNIT 2 - Catering, food and the customer

**SPECIMEN PAPER SUMMER 2011** 

11/4 hours

### **INSTRUCTIONS TO CANDIDATES**

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer all questions.

Write your answers in the spaces provided in this booklet.

# **INFORMATION FOR CANDIDATES**

The number of marks is given in brackets at the end of each question or part-question. The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing (questions 9 and 10).

1.	Tick (	Tick (✓) the box next to the statement to show if it is <b>true</b> or <b>false</b> .							
	(i)	Chocolate eclairs are made	from puff pastry.	True	Fa	alse			
	(ii)	A palette knife can be used	to cut vegetables.	True	F	alse			
	(iii)	Cooked chicken is a high ris	sk food.	True	Fa	alse			
2.	Match	Match the correct culinary terms to the following meanings.							
	redu	ce garni	sh	mari	inade				
	(i)	To concentrate a liquid by boiling or simmering.							
	(ii)	A rich spicy liquid used to te	A rich spicy liquid used to tenderise or give flavour to meat.						
	(iii)	Trimmings.							
3.	Temp	Temperature control is important to help prevent food poisoning.							
	Comp	Complete the following table: [3]							
		Temperature	Critical Cor	ntrol Poi	nt				
	(i)		Chilled	foods					
	Ab	ove 63°C	(ii)						
	(iii)	)	Core temperature	of cook	ed food				

4.

(a)

Identify the type of record keeping used in the hospitality and catering

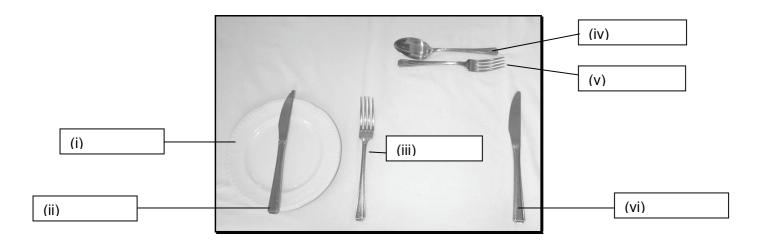
boo	oking re	eference form,	stock con	itrol sheet,	restaurant book	ing form,
		booking t	icket,	stock	records.	
	(i)	checking foods	stuffs into the	kitchen store;		
	(ii)	checking how I	many people		he restaurant.	
(b)	It is important to <b>communicate</b> in all areas of the industry.  State <b>four</b> methods of communication used within the industry.					
	(i)					[4]
	(ii)					
	(iii)					

5.

The ro	ux me	thod is	often u	sed when r	making a ba	sic white saud	ce.	
(a)	Fill in	the sp	aces us	sing the wo	rds given.			[6]
	milk	fat	bre	adcrumbs	macaro	ni flour	cheese	
	A ro	ux is a	mixtur	e of		and		When
	makii	ng a ba	sic whit	te sauce, _		is	added to the	ne roux and
	it is I	brough	t to the	boil. Onc	e the sauce	e is cooked,		
	can	be a	dded.	Cheese s	auce can	be served	with cau	ıliflower or
				These	e dishes are	e sometimes	known as	au gratin.
	The t	traditior	nal topp	ing for the	se dishes is	cheese and		
	brow	ned un	der a gr	ill.				
(b)		, ,	_	[✓] the cor re free from	•	e precautions	s which mu	st be taken [2]
	(i)	T	he milk	should be	added all at	once.		
	(ii)	T	he milk	should be	added gradı	ually.		
	(iii)	T	he saud	ce must be	stirred all th	e time when	bringing to	the boil.
	(iv)		s long a		e is smooth	it can be left	on the hea	t to boil

**6.** This table setting is used in a busy restaurant.

(b)



(a) Label the diagram with the correct names from the given list. [6]

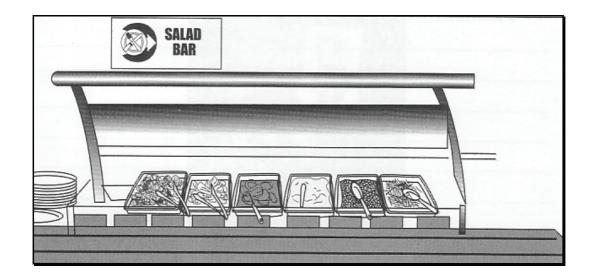
Side plate	Small knife	Dinner fork	Serving spoon
Dessert fork	Dessert Spoon	Dinner knife	Fish knife
Cheese knife	Soup Spoon	Fish fork	Serving fork
Teaspoon	Dinner plate	Soup bowl	

Describe the duties of waiting staff in a busy restaurant.	4]

7.	(a)	Give reasons why some childrens' meals served in restaurants may fail to meet healthy eating guidelines. [3]

(b)	As the restaurant manager, you have been asked to suggest a selection of interesting dishes that could form part of a new children's menu. Give reasons for your choice of dishes. [6]
	[In your answer you should include reference to the nutritional value, taste, texture and appearance of the dishes.]

**8.** Salad bars are increasingly popular in restaurants.



(a)	Discus	ss the reasons why salad bars have increased in popularity.	[4]
(b)	Name	two <b>high</b> carbohydrate salads that could be included in the sa	lad bar. [2]
	(i)		
	(ii)		

(c)		n salads are displayed for sale they need to be protected against sour ntamination.	ces
		void contamination suggest possible ways of <b>displaying</b> and <b>serv</b> safely.	ing
	(i)	Displaying food	[4]
	(ii)	Serving food	[4]

9.	Safe v	vorking in the kitchen is important.	
	(a)	State <b>two</b> aims of the Health and Safety at Work Act.	[2]
		(i)	
		(ii)	
	(b)	Identify the major causes of accidents in a commercial kitchen.	[4]

(	Discuss ways in which accidents in the catering kitchen occur and hocan be avoided.

Caterers have to respond to changing customer needs.

10.

Discuss how a caterer can meet the needs of a culturally diverse society, (i) [6] ..... ..... ..... ..... ..... ..... .....


Candidate Name	Candidate Name Centre Number			Candidate Number						
						0				



**GCSE** 

**HOSPITALITY AND CATERING** 

UNIT 4 - Hospitality and the customer

**SPECIMEN PAPER SUMMER 2011** 

11/4 hours

# **INSTRUCTIONS TO CANDIDATES**

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Write your answers in the spaces provided in this booklet.

# **INFORMATION FOR CANDIDATES**

The number of marks is given in brackets at the end of each question or part-question. The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing (questions 9 and 10).

1.	Tick (	) the box next to the statement to show if it is <b>true</b> or <b>false</b> .	<b>!</b> ]
	(i)	Waiting staff make the beds in a hotel.	
	(ii)	The receptionist serves food in the bar.  True  False	
	(iii)	The restaurant manager is in charge of the restaurant.	
	(iv)	The porter carries luggage to the rooms.  True  False	
		hotels are changing to self-service methods when providing food and drink forences.	or
	(a)	State <b>two</b> advantages that self-service offers customers. [2	2]
		(i)	
	(b)	Identify <b>two</b> ways the hotel saves money by using this type of service. [2	<u>?]</u>
		(ii)	

à la carte table d'hôte	fast food menu set menu
DINNER	Kemi's Restaurant
Crown of seasonal melon filled with tropical fruits, laced with Malibu	STARTERS AND SALADS  Soup of the day £3:75 Chicken liver pâté £4:95 New York Caesar salad £4:95
***  Medallions of Scottish beef served with a horseradish & Pink peppercorn crust	MAIN COURSES  Escalope of Chicken stuffed with stilton and pork £13:50
♥ Butternut squash ♥ Mange tout Sauté potatoes	Grilled or Pan fried Dover Sole served with seaweed sauce tartare £16:50  Vegetarian dish of the day £12:75
安徽泰徐	SIDE DISHES  A choice of two side dishes per main course
Lime and passion fruit cheesecake with orange and cointreau cream	Roast vegetables French beans Mixed Salad Chips New potatoes  DESSERTS
	ALL DESSERTS £4:95
	Warm Honey Poached Pear with gingerbread ice cream Hot Chocolate Gateau with dark chocolate sauce Selection of cheeses
(i)	(ii)
(b) State <b>three</b> points a chef	must consider when planning meals. [3
(i)	
(ii)	

**4.** Many companies have world famous logos.





(a)	Give <b>two</b> reasons why a company would adopt a logo.	[2]
	(i)	
	(ii)	
(b)	Give <b>two</b> benefits to the employee of having a corporate uniform.	[2]
	(i)	
	(ii)	
(c)	State <b>two</b> benefits of working for a large organisation.	[2]
	(i)	
	(ii)	

<b>5</b> .	Teamwork is important in the Hospitality and Catering Industry.						
	(a)	State <b>one</b> function of a team leader.	[1]				
	(b)	List <b>two</b> ways in which teamwork can ensure smooth running of the finding of the finding.	ron [2]				
		(i)					
		(ii)					
	(c)	A room attendant has to work as part of the housekeeping team. State <b>t</b> of the room attendant's duties.	<b>wo</b> [2]				
		(i)					
		(ii)					

ô.	(a)	What do you understand by the term customer care?	[2]
	(b)	A customer has just booked into a hotel bedroom and found a leak in ceiling. The customer reports this to reception.  Explain how the hotel should deal with the customer's complaint.	the [4]

7.	A bus	siness group are holding a conference in a local hotel.	
	Desci	ribe the role of the conference manager at <b>each</b> of the following stages:	
	(i)	taking the booking;	[4]
	(ii)	preparation before the event;	[4]
	(iii)	on the day.	[4]

**8.** The following table shows the results of a recent survey, about complaints from restaurant customers.

Complaint	2004	2005
Generally poor service	13%	20%
Overpriced food or drink	18%	17%
Poor food	15%	17%
Rude service	12%	10%
Slow service	9%	9%

(a)	Identif	fy the complaint that shows the greatest increase.	[1]
(b)	Which	n complaints have decreased between 2004 and 2005?	[2]
(c)		stomer has complained to you, the restaurant manager, about e and the rudeness of some waiting staff.	t slow
	Explai	in the procedure you would adopt with	
	(i) (ii)	the customer; the staff.	[4] [4]
	(i)	The customer	

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The staff

(i)	a fast food outlet;
(ii)	a café;

(iii)	an exclusive restaurant.	[4]

10.

Edna and George are about to celebrate their Golden Wedding Anniversary (married

for 50 years) this year. They have invited friends and family from all over the world to

noid ti	ie eve	nt at a local hotel.	
(a)	Sugg	est <b>three</b> reasons why this venue is suitable for the event.	[3
	(i)		
	(ii)		
	(iii)		
(b)	Desc	cribe how the room could be decorated for this special event.	[4

(c)	The couple have decided to have a buffet meal.	
(-)		
	Discuss the types of foods that would be suitable for the meal.	[8]

# MARK SCHEME

#### **GENERAL MARKING GUIDANCE**

## **Positive Marking**

It should be remembered that candidates are writing under examination conditions and credit should be given for what the candidate writes, rather than adopting the approach of penalising him/her for any omissions. It should be possible for a very good candidate to achieve full marks and a very poor one to achieve zero marks. Marks should not be deducted for a less than perfect answer if it satisfies the criteria of the mark scheme, nor should marks be added as a consolation where they are not merited.

# **Unexpected but acceptable answers**

The mark scheme gives an indication of the likely responses of candidates but examiners must be prepared to award marks appropriately for answers which are unexpected but are nevertheless worthy of credit. If an examiner is unsure about the validity of such a response they should seek advice from the chief examiner.

# Levels of Response

Some questions are awarded marks on the basis of the levels of response. The purpose of this is to award the so-called higher level skills, particularly of analysis and evaluation. In practice, the good Hospitality and Catering candidate is likely to demonstrate a good grasp of the information presented to him/her. He/she will be able to weigh this up in the light of his/her theoretical understanding of the subject and will be able to suggest appropriate strategies to deal with the situation. Candidates who have a deficiency in their theoretical understanding, or who are unable to analyse properly a situation, are unlikely to be able to synthesise or evaluate in a meaningful way.

# **Quality of Written Communication**

In addition, candidates will be assessed on their Quality of Written Communication in questions 9 and 10. Levels of response are used for QWC. These levels are integrated within the mark scheme and will help to determine where in a level a candidate's response lies.

# Marking Scheme:

# UNIT 2

<ol> <li>Award 1 mark</li> </ol>	for each	correct	answer.
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(i) False

(ii) False

(iii) True

2. Award 1 mark for each correct answer.

(i) Reduce: (To concentrate a liquid by simmering or boiling).

(ii) Marinade: (A rich spicy liquid used to tenderise or give flavour

to foods like meat and fish).

(iii) Garnish: (Served as part of the main item, trimmings).

3.

Temperature	Critical Control Point		
(i) 8°C	Chilled Foods		
Above 63°C	(ii) 'Hot-held' food (serving temperature)		
(iii) <b>75°C</b>	Core temperature of cooked food		

		1 1 1	
	3		
		1	
ur		1	
		1	
	3		
		1	
		1	
d		1	

Mark

3

AO1

AO3

			Mark	AO1	AO3
4.	(a)	Award 1 mark for each correct answer.	6		
		(i) Checking foodstuffs into the kitchen store: Stock control sheet (written/computerised)		1	
		(ii) Checking how many people are eating in the restaurant: Restaurant booking form.		1	
	(b)	Award 1 mark for each correct answer.		4	
		<ul> <li>verbal</li> <li>written</li> <li>e-mail</li> <li>telephone</li> <li>fax</li> <li>ICT</li> </ul>			
5.	(a)	Award 1 mark for each correct answer.	8	6	
		Fat, flour, (these 2 can be in any order) milk, cheese, macaroni, breadcrumbs.			
	(b)	Award 1 mark for each two correct precautions:		2	
		<ul><li>(ii) The milk should be added gradually.</li><li>(iii) The sauce must be stirred all the time when bringing to the boil.</li></ul>			

			Mark	AO1	AO3
6.	(a)	Award 1 mark each for identifying and naming each.	10	6	
		(i) side plate (ii) small knife (iii) dinner fork (iv) dessert spoon (v) dessert fork (vi) dinner knife			
	(b)	The answer could include any of the following or other sensible suggestions		4	
		<ul> <li>Customer care</li> <li>Greeting and seating customers</li> <li>Laying tables</li> <li>Filling cruets, checking cutlery, butters etc.</li> <li>Re-setting tables once customers have left</li> <li>Taking orders</li> <li>Serving food</li> <li>Clearing tables</li> <li>Serving drinks</li> <li>Preparing bills</li> <li>Alternative appropriate points</li> </ul>			
		Award $0 - 2$ marks for an answer that includes some but not all duty areas.			
		<b>Award 3 – 4 marks</b> for a full answer that accurately describes the duties of waiting staff, including an element of customer care, serving and clearing.			

7. (a) Accept three different reasons for 1 mark each  • High in fat – particularly saturated fat • High in salt • High in sugar • Low in vitamins • Low in minerals • Low in fibre • Lack of fresh fruit and vegetables • Very little choice – many children's menus include chips and a fizzy drink • Poor quality ingredients to make the meals as cheap as possible • Not balanced – too heavy on some nutrients • Contain high levels of colourings/additives • Alternative appropriate points  Do not accept reference to profit or what children like and will eat.  (b) Look for healthier options and suggestions based on the following:  • Offering fresh fruit and vegetables and salads on the menu instead of processed foods e.g. fresh fruit salad rather than ice-cream • Buying better quality ingredients – especially meat • Changing cooking methods – offering food grilled or stir fried rather than deep fat fried • Cutting out the chips and offering rice, pasta, boiled or jacket potatoes instead • Cutting down on fizzy drinks and offering water, milk drinks or fruit juices instead • Meals that offer a better nutritional balance e.g. lasagne with salad instead of hurgers and chips				Mark	AO1	AO3	]
<ul> <li>High in calories</li> <li>High in salt</li> <li>High in sugar</li> <li>Low in vitamins</li> <li>Low in minerals</li> <li>Low in fibre</li> <li>Lack of fresh fruit and vegetables</li> <li>Very little choice – many children's menus include chips and a fizzy drink</li> <li>Poor quality ingredients to make the meals as cheap as possible</li> <li>Not balanced – too heavy on some nutrients</li> <li>Contain high levels of colourings/additives</li> <li>Alternative appropriate points</li> <li>Do not accept reference to profit or what children like and will eat.</li> <li>(b) Look for healthier options and suggestions based on the following:</li> <li>Offering fresh fruit and vegetables and salads on the menu instead of processed foods e.g. fresh fruit salad rather than ice-cream</li> <li>Buying better quality ingredients – especially meat</li> <li>Changing cooking methods – offering food grilled or stir fried rather than deep fat fried</li> <li>Cutting out the chips and offering rice, pasta, boiled or jacket potatoes instead</li> <li>Cutting down on fizzy drinks and offering water, milk drinks or fruit juices instead</li> <li>Meals that offer a better nutritional balance e.g. lasagne with</li> </ul>	7. (	(a) A	accept three different reasons for 1 mark each	9	3		1
<ul> <li>Reducing the amount of sugar by reducing fizzy drinks, sauces, cakes and biscuits on offer</li> <li>Alternative appropriate points</li> <li>Award 1 – 2 marks for dishes suggested but with no reasons.         Answer may resemble a list.     </li> <li>Award 3 – 4 marks for dishes suggested with one or two valid reasons.</li> <li>Award 5 – 6 marks for a well written response linking suggested dishes with valid reasons.</li> <li>NOTE: Candidates should suggest a minimum of three dishes with</li> </ul>			High in fat – particularly saturated fat High in calories High in sugar Low in vitamins Low in minerals Low in fibre Lack of fresh fruit and vegetables Very little choice – many children's menus include chips and a fizzy drink Poor quality ingredients to make the meals as cheap as possible Not balanced – too heavy on some nutrients Contain high levels of colourings/additives Alternative appropriate points  Oo not accept reference to profit or what children like and will eat. ook for healthier options and suggestions based on the following:  Offering fresh fruit and vegetables and salads on the menu instead of processed foods e.g. fresh fruit salad rather than ice-cream Buying better quality ingredients – especially meat Changing cooking methods – offering food grilled or stir fried rather than deep fat fried Cutting out the chips and offering rice, pasta, boiled or jacket potatoes instead Cutting down on fizzy drinks and offering water, milk drinks or fruit juices instead Meals that offer a better nutritional balance e.g. lasagne with salad instead of burgers and chips Reducing the amount of sugar by reducing fizzy drinks, sauces, cakes and biscuits on offer Alternative appropriate points  Award 1 – 2 marks for dishes suggested but with no reasons. Award 3 – 4 marks for dishes suggested with one or two valid easons.  Award 5 – 6 marks for a well written response linking suggested lishes with valid reasons.			2	

			Mark	AO1	AO3
8.	(a)	<b>Award up to 4 marks</b> for a good explanation of why salad bars are increasingly popular. Answers could include some of the following:	14		
		<ul> <li>Salads are pre-prepared – saves caterer time</li> <li>Salads are self-serve – less staff needed, less overheads</li> <li>Size of bowls by salad bars governs portion size</li> <li>Value for money</li> <li>Freedom of choice for the customer</li> <li>Good nutritional value</li> <li>Contribute to the 5 a day fruit and veg</li> <li>Alternative appropriate points</li> </ul>		2	2
	(b)	<b>Award 1 mark</b> each for correctly naming <b>two</b> high carbohydrate salads.			
		Answers could include the following:		2	
		<ul> <li>Bean salad</li> <li>Potato salad</li> <li>Rice salad</li> <li>Pasta salad</li> <li>Russian salad</li> <li>Waldorf salad</li> <li>Beetroot salad</li> <li>Alternative appropriate points</li> </ul>			
	(c)	<ul><li>(i) Award up to 4 marks for suggestions of how to display food correctly.</li></ul>			
		<ul> <li>Food should be displayed behind sneeze guards to protect from contamination by customers</li> <li>The use of display cabinets with polythene fronts so that people can see the food but not touch it</li> <li>The use of upright chiller cabinets and fridges with glass doors</li> <li>Food should be covered so that customers cannot cough or sneeze over food</li> <li>Animals should not be allowed in restaurants (except guide dogs)</li> <li>High risk foods should not be 'topped- up' but taken to kitchen for re-filling</li> <li>Salads kept in refrigerated display</li> <li>Display area should be frequently cleaned and serving spoons replaced</li> <li>Do not overfill serving dishes</li> <li>Alternative appropriate points</li> </ul>		3	1

- (ii) **Award up to 4 marks** for suggestions of how to serve food correctly.
  - Food handlers/customers should use tongs or spoons to pick up food – one pair of tongs or spoon should be provided for each food
  - Food should be covered (under sneeze guards etc.)
  - Food and money should not be handled at the same time money is a source of bacteria
  - Animals should not be allowed in restaurants (except guide dogs)
  - High risk foods should not be 'topped- up' but taken to kitchen for re-filling
  - Serving spoons replaced frequently to avoid contamination
  - Keep dressings separate to salads
  - Alternative appropriate points

Mark	AO1	AO3
	3	1

			Mark	AO1	AO3
9.	(a)	Award 2 marks for any two aims of the HASAWA.	12	,	7100
		<ul> <li>To increase awareness of safety at work</li> <li>To make sure employees are protected by the law</li> <li>To make sure employers are protected by the law</li> <li>To provide supervision, information and training</li> <li>Alternative appropriate points</li> </ul>		2	
	(b)	Award 1 mark each for any four causes of accidents in a commercial kitchen:			
		<ul> <li>Slips, trips and falls</li> <li>Cuts</li> <li>Burns and scalds</li> <li>Incorrect lifting heavy goods/ equipment</li> <li>Misuse of electrical equipment</li> <li>Lack of attention – not concentrating</li> <li>Alternative appropriate points</li> </ul>		4	
	(c)	<ul> <li>Answers could include:</li> <li>Floors in good repair and free from obstacles</li> <li>Warning notices of slippery/wet floors</li> <li>Guards on machinery</li> <li>Warning notices on machinery (cannot use under 18)</li> <li>Extra care when cleaning machinery</li> <li>One person to a machine</li> <li>Use dry cloths when handling hot food/dishes</li> <li>Wear appropriate clothes and footwear i.e. chefs whites, clogs</li> <li>Correctly lift heavy items</li> <li>Use trolleys for moving heavy items</li> <li>Never place knives in sinks</li> <li>Use knives with care and correctly</li> <li>Keep knives sharp</li> <li>Do not overload electrical sockets</li> <li>Do not have trailing wires</li> <li>Do not handle electrical equipment with wet hands</li> <li>Indicate hot pan handles with flour</li> <li>Take extra care when using deep fat fryers</li> <li>Alternative appropriate points</li> </ul>			6
		Award 0 – 2 marks for an answer which lists how accidents may be avoided. Communication will be impeded by poor expression. Little or no use of specialist language.  Award 3 – 4 marks for an answer which has some discussion of the causes and avoidance of accidents. Expression is adequate to convey meaning but some errors may be apparent. The use of specialist vocabulary is correct.			
		Award 5 – 6 marks for an answer which is detailed and discusses the links between the causes of accidents and how such occurrences can be avoided. The response is well structured and clearly expressed with few errors. Specialist vocabulary is used appropriately.			

		Mark	AO1	AO3
(i)	Answers could include the application of the following points:	12		
	<ul> <li>Britain is a multi-cultural society. There are huge benefits to society and Britain enjoys a huge range of ethnic food</li> <li>Many ethnic restaurants are popular because they offer food that people on holiday have enjoyed, immigrants have set up their own restaurants etc.</li> <li>Restaurants need to offer food for a wide range of tastes and food that is prepared according to ethnic beliefs</li> <li>Sikhs do not eat pork because they consider the pig to be an unclean animal</li> <li>Hindus do not eat beef because they consider the cow to be a sacred animal</li> <li>Jewish people have to have their meat slaughtered a certain way (kosher) and they do not mix the preparation or serving of meat and milk in the same meal. They do not eat shellfish, pork or birds of prey</li> <li>Many Muslims eat halal meat or are vegetarian</li> <li>Ethnic restaurants usually offer a wide range of vegetarian options</li> <li>Specialist chefs</li> <li>Theme nights</li> <li>Different language menus</li> <li>Alternative appropriate points</li> </ul>		2	4
	<b>Award 0 – 2 marks</b> for an answer that resembles a list. Communication will tend to be impeded by poor expression. Little or no use of specialist vocabulary.			
	<b>Award 3 – 4 marks</b> for an answer that explains in detail some aspects of catering for a multicultural society. Expression is adequate to convey meaning but some errors may be apparent. Specialist vocabulary was used correctly.			
	<b>Award 5 – 6 marks</b> for a detailed answer that gives specific examples of how the caterer can meet specific needs of a culturally diverse society. The response is well structured and clearly expressed with few errors. Specialist vocabulary is used appropriately.			

10.

		Mark	AO1	AO3
(ii)	Answers should include the following:			
	Vegetarians – why people turn to vegetarianism ( cruelty to animals, religious beliefs, food poisoning linked to meat, healthier lifestyle etc.)		2	4
	All restaurants usually provide one vegetarian option on the menu – candidates could suggest how to cater for vegetarians and how dishes can be highlighted on the menu.			
	Vegans – as above. Choosing suitable dishes, to show knowledge in the use of soya, tofu, TVP, nuts and pulses and how they can be highlighted on a menu.			
	Food allergies are on the increase and more customers are demanding to know the ingredient content of dishes on the menu.			
	Common allergies to look out for include:			
	Nut allergy – do not use nut oils in cooking. Use separate areas of kitchen for preparing food with nuts etc. Clearly indicate on menu where nuts are used.			
	Seafood allergy – avoid seafood coming into contact with other foods. Clearly indicate on menu where seafood is used			
	Lactose intolerance – have soya milk and dishes made with soya milk available. Clearly label dishes where cow's milk is used.			
	Wheat intolerance – coeliac disease – try and avoid the use of flour for thickening soups, sauces etc. Include dishes on the menu that avoid the use of wheat. Clearly label dishes that contain wheat (flour, pasta, biscuits, cakes etc.)			
	Food outlets that highlight ingredients used in dishes will gain a good reputation.			
	Other dietary requirements could include:			
	Customers with diabetes – need more complex carbohydrates to allow a slow release of sugar into the blood stream.  Customers on a reducing diet – need dishes that contain fewer calories. A lot of restaurants label their food with the number of calories per portion			
	OR customers who have different dietary needs because of age.			
	Pregnant women – cannot eat pâtés and soft cheeses.			

	Mark	AO1	AO3
The elderly – often eat their main meal at lunchtime. They have smaller appetites so need smaller portions – many restaurants offer meals in different sizes – one for the smaller appetite and one for a 'normal' appetite. This is good catering policy and encourages customers to return.			
Children – often meals are high in calories, fat and sugar. A good children's menu will encourage families into restaurants but more outlets need to meet current nutritional guidelines for children i.e. more fruit and vegetables, less fried food, less sugar and fizzy drinks and better quality food. Alternative appropriate points.			
<b>Award 0 – 2 marks</b> for an answer that resembles a list. Communication will tend to be impeded by poor expression. Little or no use of specialist vocabulary.			
<b>Award 3 – 4 marks</b> for an answer that details one or two special requirements or talks briefly about many. Expression is adequate to convey meaning but some errors may be apparent. Specialist vocabulary was used correctly.			
<b>Award 5 – 6 marks</b> for a detailed answer that gives specific examples relating to dietary requirements. The response is well structured and clearly expressed with few errors. Specialist vocabulary is used appropriately.			

### MARK SCHEME

#### **GENERAL MARKING GUIDANCE**

#### **Positive Marking**

It should be remembered that candidates are writing under examination conditions and credit should be given for what the candidate writes, rather than adopting the approach of penalising him/her for any omissions. It should be possible for a very good candidate to achieve full marks and a very poor one to achieve zero marks. Marks should not be deducted for a less than perfect answer if it satisfies the criteria of the mark scheme, nor should marks be added as a consolation where they are not merited.

### Unexpected but acceptable answers

The mark scheme gives an indication of the likely responses of candidates but examiners must be prepared to award marks appropriately for answers which are unexpected but are nevertheless worthy of credit. If an examiner is unsure about the validity of such a response they should seek advice from the chief examiner.

### **Levels of Response**

Some questions are awarded marks on the basis of the levels of response. The purpose of this is to award the so-called higher level skills, particularly of analysis and evaluation. In practice, the good Hospitality and Catering candidate is likely to demonstrate a good grasp of the information presented to him/her. He/she will be able to weigh this up in the light of his/her theoretical understanding of the subject and will be able to suggest appropriate strategies to deal with the situation. Candidates who have a deficiency in their theoretical understanding, or who are unable to analyse properly a situation, are unlikely to be able to synthesise or evaluate in a meaningful way.

## **Quality of Written Communication**

In addition, candidates will be assessed on their Quality of Written Communication in questions 9 and 10. Levels of response are used for QWC. These levels are integrated within the mark scheme and will help to determine where in a level a candidate's response lies.

# **UNIT 4**

			Mark	AO1	AO3
1.	Award	1 1 mark for each correct answer.	4	4	
	(i) (ii) (iii) (iv)	False False True True			
2.	(a)	Award 1 mark for each correct answer.	4	2	
		<ul> <li>Customer can get what they want when they want</li> <li>Drinks constantly available</li> <li>Always ready for the customer</li> <li>Saves time waiting</li> <li>Can get as much as they want</li> <li>More choice available on drinks</li> </ul>			
	(b)	Award 1 mark for each correct answer.		2	
		<ul> <li>Less waste</li> <li>Limited choices given</li> <li>Portion control</li> <li>Less staff</li> <li>Saves time</li> </ul>			
3.	(a)	Award 1 mark for each correct answer.	5	2	
		(i) Table d'hote (ii) A la carte			
(b)	Award	I 1 mark for each correct answer.		3	
		<ul> <li>Nutritionally balanced diet</li> <li>Variety of colour, flavour and texture</li> <li>Foods in season</li> <li>Time of year</li> <li>Skills of chef</li> <li>Type of outlet</li> <li>Cost</li> <li>Suitability and appeal to client</li> <li>Time available</li> <li>Latest food trends</li> <li>Alternative appropriate points</li> </ul>			

			Mark	AO1	AO3
4.	(a)	Award 1 mark for each correct answer.	6	2	
		<ul> <li>So employees are easily identifiable</li> <li>Corporate policy</li> <li>Easily recognised by the public</li> </ul>			
	(b)	Award 1 mark for each correct answer.		2	
		<ul> <li>Protects own clothes</li> <li>Does not involve decision on what to wear</li> <li>Company provides uniform</li> </ul>			
	(c)	Award 1 mark for each correct answer.		2	
		<ul> <li>Room for promotion</li> <li>Company training</li> <li>Paid holidays</li> <li>Company pensions and solid pay structure</li> <li>Alternative appropriate points</li> </ul>			
<b>5</b> .	(a)	Award 1 mark for one function identified.	5	1	
		<ul> <li>It is the team leaders job to inform the rest of the staff of any changes or problems that may arise and to keep them informed throughout the day</li> <li>The team leader will also be the first person to speak to if there is a problem</li> <li>They will contact the relevant member of staff to solve the problem</li> <li>Alternative appropriate points</li> </ul>			
	(b)	Award 1 mark for each correct way.		2	
		<ul> <li>To ensure service will follow smoothly</li> <li>To give support to one another</li> <li>To notify each other of any changes in booking</li> <li>To liaise with other departments ensuring good customer service</li> <li>To ensure the team is conversant with promotion, services and facilities</li> <li>Alternative appropriate points</li> </ul>			
	(c)	Award 1 mark for each correct duty.		2	
		<ul> <li>Changing bed linen and towels</li> <li>Making beds</li> <li>Vacuuming floors</li> <li>Dusting and polishing furniture</li> <li>Cleaning bathrooms</li> <li>Replacing stocks of guest supplies such as shampoo and soap</li> <li>Re-stocking drinks in the mini-bar</li> <li>Removal of room service trays</li> <li>Keep store rooms and corridors neat and clean to the standards of hygiene and presentation of the Hotels Brand Standards</li> <li>Alternative appropriate points</li> </ul>			

			Mark	AO1	AO3
6.	(a)	Answer should include:	6		
		Customer care means:			
		Staff doing their best to ensure that customers are - valued, comfortable, safe, their requirements are met and they enjoy their experience.		2	
		<b>Award 1 mark</b> for an answer that indicates an understanding of the importance of providing a good service for the customer.			
		<b>Award 2 marks</b> for an answer that shows a thorough understanding of the importance of providing a good service for the customer.			
	(b)	Answer should include:			
		<ul> <li>Listen to the customer and record accurately the complaint</li> <li>Apologise to the customer</li> <li>Assure them the complaint will be dealt with immediately</li> <li>Find them another room</li> <li>Report problem to maintenance</li> <li>Report the problem to the manager so they can organise repairs</li> <li>Offer a drink while the customer is waiting</li> <li>When customer leaves manager may have organised discount or voucher for them and reception would present</li> <li>Ensure room is not re-let until repair completed and safety checked</li> <li>Any appropriate action which accurately explains the procedures that are followed to ensure good customer care</li> </ul>			4
		Award $0 - 2$ marks for a limited explanation addressing a restricted number of points.			
		<b>Award 3 – 4 marks</b> for a comprehensive explanation of the steps that would be taken to ensure the customer complaint is dealt with satisfactorily.			

			Mark	AO1	AO3
7.	(i)	Answer should include:	12	4	7100
		<ul> <li>Date</li> <li>Deposit and final cost</li> <li>Time</li> <li>Number of guests</li> <li>Special diets</li> <li>Any special needs e.g. wheelchair access</li> <li>Food required</li> <li>Type of conference how the room should be set out</li> <li>Equipment required on the day e.g. overhead projectors, screens etc.</li> <li>Alternative appropriate points</li> </ul>			
		<b>Award 0 – 2 marks</b> for a poorly expressed answer giving limited description of the role of the conference manager when taking the booking.			
		<b>Award 3</b> – <b>4 marks</b> for a clear, well written and detailed description of the role of the conference manager when taking the booking.			
	(ii)	Answer should include:		4	
		<ul> <li>Ensuring room ready</li> <li>Checking equipment working</li> <li>Checking for refreshments</li> <li>Number of delegates expected</li> <li>Rooming for event</li> <li>Last minute checks with company</li> <li>Alternative appropriate points</li> </ul>			
		<b>Award 0 – 2 marks</b> for a poorly expressed answer giving a limited description of the role of the conference manager in the preparation before the event.			
		<b>Award 3 – 4 marks</b> for a clear, well written and detailed description of the role of the conference manager in the preparation before the event.			
	(iii)	Answer should include:		4	
		<ul> <li>Greeting person organising event</li> <li>Checking requirements</li> <li>Ensuring everything is alright</li> <li>Stressing fire drill</li> <li>Timings for refreshments and lunch</li> <li>Checking dietary requirements are correct</li> <li>Showing where toilets are</li> <li>Alternative appropriate points</li> </ul>			
		<b>Award 0</b> – <b>2 marks</b> for a poorly expressed answer giving a limited description of the role of the conference manager on the day of the event.			
		<b>Award 3 – 4 marks</b> for a clear, well written and detailed description of the role of the conference manager on the day of the event.			

0	(2)	Averaged 4 magnity for compact appropriate painting full	Mark 11	AO1	AO3
8.	(a)	Award 1 mark for correct answer written in full.	11	I	
		Generally poor service			
	(b)	Award 1 mark for each correct answer written in full.		2	
		(i) Overpriced food or drink			
		(ii) Rude service			
	(c)	<ul> <li>(i) The customer</li> <li>Listen to customer and assure them you will deal with the complaint</li> <li>Write down details of complaint</li> <li>Check on service with kitchen staff to see how long the meal took to come out</li> <li>Take customer's name and telephone number so you can contact them</li> <li>Alternative appropriate points</li> </ul>		3	1
		Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of the role of restaurant manager. The answer may be a simple list or restricted number of suggestions.  Award 3 – 4 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the role of restaurant manager. The answer will include a wide range of points with evidence of detailed discussion.			
		<ul> <li>(ii) The staff</li> <li>Contact member of staff involved and explain the problem</li> <li>Hold staff meeting to arrange further training on customer skills</li> <li>Report back to the customer</li> <li>Offer some form of compensation depending on complaint</li> <li>Alternative appropriate points</li> </ul> Award 0 – 2 marks for an answer that recalls limited		3	1
		knowledge and demonstrates a basic understanding of the role of restaurant manager. The answer may be a simple list or restricted number of suggestions.			
		<b>Award 3 – 4 marks</b> for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the role of restaurant manager. The answer will include a wide range of points with evidence of detailed discussion.			

			Mark	AO1	AO3
9.	(i)	A fast food outlet	12	3	1
		Answer should include:			
		<ul> <li>Food cooked and served quickly</li> <li>Popular with teenagers</li> <li>Children's themed parties</li> <li>All the same foods</li> <li>Limited menus</li> <li>Special offer</li> <li>Advertised on TV</li> <li>Self service</li> <li>Alternative appropriate points</li> </ul>			
		<b>Award 0 – 2 marks</b> for outline answer that covers some of the relevant points. Communication will tend to be impeded by poor expression, errors are apparent. Little or no use of specialist vocabulary.			
		<b>Award 3 – 4 marks</b> for clear, well-written and detailed answer that reflects knowledge and understanding of the features of fast food outlets. Writing is well-structured, clearly expressed and largely error free. Specialist vocabulary is used appropriately.			
	(ii)	A café		3	1
		Answer should include:			
		<ul> <li>Wider range of choices on menu</li> <li>Self service or waiting staff</li> <li>Popular with shoppers</li> <li>Daily specials</li> <li>Hot and cold foods available</li> <li>Snack foods or meals available</li> <li>Alternative appropriate points</li> </ul>			
		<b>Award 0 – 2 marks</b> for answer that covers some relevant points with some brief reasons given. Communication will tend to be impeded by poor expression, errors are apparent. Little or no use of specialist vocabulary.			
		<b>Award 3 – 4 marks</b> for clear, well-written and detailed answer that reflects knowledge and understanding of the features of a café. The suggestions should be logical and practical. Writing is well-structured, clearly expressed and largely error free. Specialist vocabulary is used appropriately.			

expressed and largely error free. Specialist vocabulary is

used appropriately.

		Mark	AO1	AO3
(iii)	An exclusive restaurant		3	1
	Answer should include:			
	<ul> <li>Bookings taken</li> <li>More expensive</li> <li>Table d'hôte menu</li> <li>A la carte menu</li> <li>Food cooked to order</li> <li>Possibly silver service</li> <li>Popular for celebrations</li> <li>Chef specialities</li> <li>Alternative appropriate points</li> </ul>			
	Award 0 – 2 marks for answer that covers some of the relevant points with some brief reasons given.  Communication will tend to be impeded by poor expression, errors are apparent. Little or no use of specialist vocabulary.  Award 3 – 4 marks for clear, well written and detailed answer that reflects knowledge and understanding of the features of an exclusive restaurant. Writing is well-structured, clearly			

			Mark	AO1	AO3
10.	(a)	Award 1 mark for each correct answer.	15	2	1
		Answer should include:			
		<ul> <li>Can hold large numbers of guests</li> <li>Suitable for all ages</li> <li>Guests are able to book in for the night</li> <li>Handy for local guests who would not have far to travel</li> <li>Probably somewhere they have been before</li> <li>Alternative appropriate points</li> </ul>			
	(b)	Answer should include:		1	3
		<ul> <li>Gold themed tables</li> <li>Floral decorations</li> <li>Old photographs of the couple throughout their life together</li> <li>Simple decorations not too fussy</li> <li>Alternative appropriate points</li> </ul>			
		<b>Award 0 – 2 marks</b> for an outline answer that gives a brief and restricted description of how the room could be decorated. Expression is adequate to convey meaning but some errors may be apparent. Little or no use of specialist language.			
		<b>Award 3 – 4 marks</b> for clear, well written and detailed answer that reflects knowledge and understanding. The decorating of the room should be appropriate to the event, attractive and practical and clearly described. The response is well-structured and clearly expressed with few errors. Specialist vocabulary was used appropriately.			

(c)

	Mark	AO1	AO3
Answer could include:		1	7
Finger foods such as  Sandwiches  Cold meats  Salads  Chicken wings  Chicken drumsticks  Pork pies  Quiche  Finger foods suitable for all age groups  Multi cultural foods like samosas, for a range of flavours  Suit all dietary needs and tastes  Any reasonable foods  Alternative appropriate points  Award 0 – 2 marks for outline answer with no explanation. Communication will tend to be impeded by poor expression.			
Award 3 – 5 marks for answer that includes appropriate suggestions of foods suitable for the buffet with some brief reasons for choice given. Expression is adequate to convey meaning but some errors may be apparent. Use of specialist vocabulary is correct.  Award 6 – 8 marks for clear, well-written and detailed answer that reflects knowledge of appropriate foods to include in the buffet meal with relevant discussion exploring a wide variety of suitable foods. The suggestions should be practical. The response is well-structured and clearly expressed with few errors. Specialist vocabulary has been used appropriately.			

Unit 2. Written Paper

	AO1	AO3	TOTAL	QWC
Q.1	3		3	
Q.2	3		3	
Q.3	3		3	
Q.4	6		6	
Q.5	8		8	
Q.6	10		10	
Q.7	7	2	9	
Q.8	10	4	14	
Q.9	6	6	12	✓
Q.10	4	8	12	✓
TOTAL	60	20	80	

Unit 4. Written Paper

	AO1	AO3	TOTAL	QWC
Q.1	4		4	
Q.2	4		4	
Q.3	5		5	
Q.4	6		6	
Q.5	5		5	
Q.6	2	4	6	
Q.7	12		12	
Q.8	9	2	11	
Q.9	9	3	12	✓
Q.10	4	11	15	✓
TOTAL	60	20	80	

# **SINGLE AWARD**

### **EITHER CATERING**

	Asse	Assessment Objectives			Total		
	AO1	AO2	AO3				
Unit 1	10 (5%)	80 (40%)	30 (15%)	120	(60%)	✓	
Unit 2	60 (30%)	-	20 (10%)	80	(40%)	✓	
Total Marks	70	80	50	200			
Total %	35%	40%	25%		100%		

## **OR HOSPITALITY**

	Asse	Assessment Objectives			Total		
	AO1	AO2	AO3				
Unit 3	10 (5%)	80 (40%)	30 (15%)	120	(60%)	✓	
Unit 4	60 (30%)	-	20 (10%)	80	(40%)	✓	
Total Marks	70	80	50	200			
Total %	35%	40%	25%		100%		

## **DOUBLE AWARD**

## **HOSPITALITY AND CATERING**

	Asses	sment Obje	ctives	Pa	QWC	
		Raw Marks		То	tal	
	AO1	AO1 AO2 AO3				
Unit 1	10 (2.5%)	80 (20%)	30 (7.5%)	120	(30%)	✓
Unit 2	60 (15%)	-	20 (5%)	80	(20%)	✓
Unit 3	10 (2.5%)	80 (20%)	30 (7.5%)	120	(30%)	✓
Unit 4	60 (15%)	-	20 (5%)	80	(20%)	✓
Total marks	140	160	100	400		
Total %	35%	40%	25%		100%	

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