

Candidate Name	Centre Number	Candidate Number
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**GCSE**

4732/01

**HOSPITALITY AND CATERING**

**UNIT 2: CATERING, FOOD AND THE CUSTOMER**

P.M. FRIDAY, 20 January 2012

1¼ hours

For Examiner's use only	
Question	Mark Awarded
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
<b>Total</b>	

**INSTRUCTIONS TO CANDIDATES**

Use black ink or black ball-point pen.

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

Answer **all** questions. (**Question 9d** is on the back page.)

Write your answers in the spaces provided.

**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.

*Answer all questions.*

1. Tick [✓] the box next to the statement to show if it is **true** or **false**.

[3]

	TRUE	FALSE
(i) Shortbread can be made by the 'rubbing in method'.		
(ii) 'First in Last Out' is the rule for stock rotation.		
(iii) Food should be tasted using a wooden spoon.		

2. Match the correct culinary terms to the meanings below.

[3]

<b>julienne</b>	<b>marinade</b>	<b>reduce</b>	<b>roux</b>	<b>al dente</b>
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Meaning	Culinary Term
(i) a flavoured liquid used to tenderise.	.....
(ii) a thickening of fat and flour.	.....
(iii) firm to the bite.	.....

3. Complete the following sentences using the correct descriptions.

[3]

**cannot eat dairy products**  
**should avoid sugary foods**

**does not eat any animal products**  
**should avoid wheat products**

- (i) A coeliac .....
- (ii) A vegan .....
- (iii) A person who is lactose intolerant .....

4. Temperature control is very important in catering.

Complete the following table.

[3]

	°C
(i) Temperature of a freezer.	.....
(ii) Core temperature of cooked food.	.....
(iii) 'Hot-held' food.	.....

5. (a) A catering kitchen can be a dangerous place.

Suggest **three** ways in which a chef should dress to avoid accidents. [3]

(i) .....

.....

(ii) .....

.....

(iii) .....

.....

(b) State the recommended first aid treatment for a burn. [3]

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7. The Royal Hotel has decided to offer a buffet service for its New Years Eve Party.

(a) State **two** advantages of a buffet service to: [4]

the **hotel**,

(i) .....

(ii) .....

the **customer**.

(i) .....

(ii) .....

(b) Describe the role of the wait staff during a buffet service. [3]

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(c) A customer complains that the cheesecake is still frozen in the centre.  
How would the staff deal with this complaint? [3]

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8. (a) List **two** types of communication that a chef could use when contacting a food supplier. [2]

(i) .....

(ii) .....

(b) Explain why it is important to have effective communication when accepting a restaurant booking. [4]

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