



GCSE MARKING SCHEME

HOSPITALITY AND CATERING

JANUARY 2012

INTRODUCTION

The marking schemes which follow were those used by WJEC for the January 2012 examination in GCSE HOSPITALITY & CATERING. They were finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conferences were held shortly after the papers were taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conferences was to ensure that the marking schemes were interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conferences, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about these marking schemes.

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Unit 2

Q.1 Award **1 mark** for **each** correct answer [3]

TRUE
FALSE
FALSE

Q.2 Award **1 mark** for **each** correct answer [3]

(i)	a flavoured liquid used to tenderise	MARINADE
(ii)	a thickening of fat and flour	ROUX
(iii)	firm to the bite	AL DENTE

Q.3 Award **1 mark** for **each** correct answer [3]

(i) A coeliac **should avoid wheat products**
 (ii) A vegan **does not eat any animal products**
 (ii) A person who is lactose intolerant **cannot eat dairy foods**

Q.4 Award **1 mark** for **each** correct answer [3]

		°C
(i)	Temperature of a freezer	-18
(ii)	Core temperature of cooked food	75
(iii)	'Hot-held' food	63

Q.5 (a) Award **1 mark** for **each** correct answer [3]

Choose from the following list

- Double breasted chef's jacket to prevent burns
- Long sleeved chef's jacket to prevent burns
- Chef's trousers to protect legs from burns
- Correct footwear e.g. clogs to prevent slips and falls and prevent damage from falling knives etc.
- Having hair tied back / wearing a hat to prevent hair from getting tangled in machinery or catching light
- No jewellery , loose clothing as it may get caught in equipment

(b) Award 0-3 marks as follows

- Place under cold running water [1]
- Leave for at least 10 minutes OR until stinging sensation stops. [1]
- For burns larger than a 10p piece seek medical advice. [1]
- Do not cover with plasters or dressings or creams
- Do not pop blisters
- Follow cold wet cloth procedure where appropriate

Note: Marks should not be awarded for applying cream, fat or cling film as these 'seal in' the heat! (Cling film is used by experts but not recommended for first aiders)

Q.6 (a) Award **1 mark** for **each** correct quality point [2]

- Packed pointed end downwards
- Clean i.e. free from dirt, dust, feathers, etc.
- No cracked shells
- Lion mark / dragon mark / crown mark (some organic eggs), date stamp
N.B. Do not allow washed

(b) Award **1 mark** for **each** correct answer [2]

Important points when storing eggs:

- The shells are porous so will absorb smells if placed next to strong smelling foods
- Eggs should be kept cool in a fridge or chiller because the shells are porous and therefore allow bacteria to pass through (not dry)
- Eggs contain salmonella food poisoning bacteria
- Eggs should be stored cool but brought to room temperature before use in some recipes (cake making)
- Eggs stay fresh for up to 3 weeks – but should be used in rotation and ordered frequently
- Eggs should be stored pointed end downwards
- Stored with nothing on top of them

(c) Award **0-2 marks** for a basic answer that states some uses of eggs. The answer may resemble a list of dishes made with eggs with little or no discussion.

Award **3-4 marks** for an answer that demonstrates a sound knowledge of the uses of eggs. The answer will include some discussion and/or examples of dishes using eggs.

Award **5-6 marks** for an answer that demonstrates an excellent understanding of the uses of eggs.

The following points may be included:

- Eggs are a protein food that are acceptable by many vegetarians
- They can be cooked in a variety of ways e.g. boiled, fried, scrambled, poached, used in omelettes, and a range of other dishes such as quiche, etc.
- Eggs can be whisked to make dishes like Swiss rolls, gateau
- Egg whites can be whisked to make dishes like meringues, pavlovas, etc.
- Eggs can be used as a glaze on pastry dishes e.g. sausage rolls
- Eggs can bind dry ingredients together e.g. fish cakes
- Eggs can be used with breadcrumbs to coat delicate foods before frying
- Eggs can 'set' mixtures e.g. quiches, egg custards
- Eggs can hold fat in an emulsion e.g. for mayonnaise
- Eggs can be used in sweet and savoury dishes
- Eggs hold air and are used in many types of cakes and cookies
- Eggs can be eaten any time of the day
- Eggs are quick to cook so make an ideal snack
- Once hard boiled they make an attractive garnish (and sandwich filling)
- Adding flavour / enriching

Q.7 (a) Award **1 mark** for **each** advantage to the hotel. (2x1) [2]

- Buffet food can be prepared in advance
- Cold items can be served – less hassle for the kitchen staff
- Fewer staff needed (to cook and serve food) on New Year's Eve because customers serve themselves and eat at their own pace
- Fewer staff means more profit for hotel
- Food is displayed – so no complicated orders
- Can offer hot and cold service
- Quicker and easy to plate up for buffets than individual covers/portions

Award **1 mark** for **each** advantage to the customer (2x1) [2]

- Customers can choose the foods they like
- Customers can have variety / select hot and cold options
- Customers can have as much as they want (some expensive items may be served however)
- Customers do not have to queue – they can go to the buffet table in their own time
- Less formal

(b) Award **0-2 marks** for a simple list or for an answer that covers some elements of customer care, clearing or serving.

Award **3 marks** for an answer that includes elements of customer care, clearing and serving.

- Meeting, greeting and seating guests
- Serving drinks
- Putting out the foods
- Helping serve foods from buffet table (if assisted buffet for expensive items)
- Assisting guests who may be unable to serve themselves
- Replenish foods / top up
- Regularly clearing tables
- Customer care throughout service i.e. dealing with problems, queries and complaints
- Giving bill and accepting payment (unless residents)
- Clearing tables at end of night and re-setting for breakfast if needed
- Advising customers on content of dishes : allergies etc.

(c) Award **0-2 marks** for a basic answer outlining complaints procedure.

Award **3 marks** for a comprehensive answer describing the correct complaints procedure.

- Apologise
- Take cheesecake from customer and tell them that you will deal with problem
- Remove cheesecake from buffet display and take to kitchen
- Report complaint to the kitchen and restaurant manager and inform other wait staff that there is a problem with cheesecake
- Ask customer if he/she would like to choose different dessert
- Apologise again and offer compensation (free drink, complimentary meal, etc.) if it is within your authority to do so – or refer to restaurant manager)
- Ensure that customer is fully informed throughout
- Record in a record book .

(d) Award **0-2 marks** for a basic answer that may resemble a list.

Award **3-4 marks** for a good answer that shows some understanding of the importance of good presentation when serving food for a buffet, and includes examples .

Award **5-6 marks** for an answer that demonstrates excellent understanding of the importance of good presentation when serving food for a buffet. Suitable examples given to demonstrate understanding .

- Use of raised platforms to display food attractively
- Use of suitable plates, serving dishes
- Careful use of garnish and decoration to add colour e.g. dressed salmon with cucumber and lemon, cream gateau with strawberries
- Use of fruit and vegetables to enhance appearance of food
- Regular re-organisation of flats, dishes, to maintain quality and quantity of food Topping up
- Use of flags and labels on food; especially important for vegetarian guests or those that have food allergies or intolerances
- Tongs, spoons, slices, etc. for every dish
- Constant cleaning down by wait staff
- Food arranged neatly – not cramped
- Use of doyleys or dish papers
- Food easily accessible
- Good portion control i.e. cutting lines clearly marked on cakes, quiches, pizzas, pies, gateaux, cheesecakes, etc.
- Use of individual dishes for some starters and desserts e.g. individual prawn cocktails, chocolate mousses, etc.
- Staff to assist with some foods e.g. fish and meat. This will aid portion control, avoid long queues, people taking too much, and help keep buffet more attractive
- Hot food separated from cold food (risk of contamination)
- Desserts separated from savoury items

Q.8. (a) Award **1 mark** for **each** correct answer

[2]

- Verbal or face-to-face
- Written
- Telephone
- Fax
- ICT – email, internet, etc.

- (b) Award **0-2 marks** for an answer that gives basic points only with no explanation.
Award **3-4 marks** for an answer that shows a very good understanding of the need for effective communication when accepting a restaurant booking.

Effective communication is important so that

- The restaurant knows who to expect (may be a regular customer)
- The restaurant knows the number of guests to expect
- Avoids overbooking / double booking
- The restaurant can be arranged and the table can be set accordingly
- Any special requirements eg. Wheelchair access
- The restaurant knows what time the guests are expected
- The appropriate number of staff can be on duty
- The kitchen can prepare for the right amount of covers
- The correct nutritional requirements are noted
- It is professional and shows good customer care
- Customers may return
- Welcoming environment
- Contact details are taken in case of problems or queries
- Messages are passed on promptly

- (c) Award **0-3 marks** for an answer that demonstrates a basic knowledge of the use of ICT in the catering industry. Answer may resemble a list.

Award **4-6 marks** for an answer that demonstrates a good knowledge of the use of ICT in the catering industry.

Award **7-8 marks** for an answer that demonstrates an excellent knowledge of the use of ICT in the catering industry. Information given is evaluated.

- Taking bookings, reservations
- Accounting
- Record keeping (databases) Data logging for temperature control fridges etc. , accident records , staff rotas – personal details etc.
- Communication e.g. by E-mail, Internet, word processing letters, memos, etc.
- Invoices, billing
- Web pages may be used to advertise and promote outlets , display on line surveys for clients to complete
- Stock control systems – these hold details of suppliers. They generate orders automatically when stock levels fall, give a detailed record of stock issued and stock held.
- Electronic Point of Sale (EPOS) – a number of machines are linked to a central computer. Guests can order from the bar, restaurant, room, etc., and all transactions are passed to the central computer for bills to be generated.
- Management systems e.g. room reservations, guest history, etc.
- Reservation systems – run by large hotel groups. A customer can ring or email a central reservation number to make a booking.
- Food and beverage management systems – a database of recipes, quantities needed, ingredient codes, tax codes and other information used for functions. Used widely by contract caterers.

- Events management – similar to above. Used extensively when planning, organising and running large events. The data used to plan one event can be stored and used when planning similar future events. Used widely by contract caterers.
- Menu engineering. Caterers can create ‘perfect’ menus in terms of popularity and profit.
- Dietary analysis. There are many nutritional analysis programmes, particularly for use with people on special diets such as hospital patients. Large companies like McDonald’s issue detailed nutritional information for customers.
- Helps the environment – less paper used within the catering industry
- Allows for effective communication between front of office and kitchen / serving staff .

Q.9 (a) Award **1 mark** for **each** correct answer [2]

- Responsible for food production
- Responsible for supervising staff
- Responsible for training staff
- Acts up if Head chef is absent.
- Allocation of tasks

(b) Award **0-2 marks** for an answer that shows a limited understanding of catering for patients with food allergies. Answer may resemble a list.

Award **3-4 marks** for an answer that shows good understanding of catering for patients with food allergies.

Award **5-6 marks** for an answer that shows excellent understanding of catering for patients with food allergies. [6]

- A food allergy is an extreme response of the body’s immune system to a particular food and can cause swollen lips, tingling mouth, skin hives, swollen abdomen, diarrhoea and vomiting and in extreme cases anaphylactic shock.
- Foods that commonly cause allergic reactions are – nuts, fish and shellfish, eggs,dairy foods , fruit eg. Strawberries, kiwis fresh pineapple and cow’s milk in babies.
- When catering for people with food allergies – care must be taken to read all food labels as many oils and fats are made from nut oils.
- Food handlers should prepare any ‘suspect’ foods such as nuts and fish in separate areas of the kitchen and practice high standards of food hygiene to minimise risk of cross contamination.
- Food handlers need to be trained in preparing foods for different special needs groups including those suffering from food allergies.
- Foods must be labelled clearly and those that are likely to cause allergic reactions should be stored away from other foods.
- High standards of personal, food and kitchen hygiene

(c) Award **0-2 marks** for a basic answer. Candidates will have shown a limited understanding of the need for food safety and hygiene procedures.

Award **3-4 marks** for a medium answer. Candidates will have shown some understanding of the need for food safety and hygiene.

Award **5-6 marks** for an excellent answer. Candidates will have shown a very good understanding of the need for food safety and hygiene procedures.

Patients in hospital have weakened immune systems so they are more prone to further illness.

Answers could include the following:

- High standards of personal hygiene by staff preparing and serving food
- Food taken from chillers/fridges at last minute to prepare
- Special care with high risk foods e.g. eggs, shellfish, cooked meats and dairy products
- Do not serve raw or lightly cooked eggs to patients
- Keep raw and cooked food apart
- Check 'use by' and 'best before' dates
- Cook food thoroughly (core temp of 75°C) to kill bacteria
- Wash all fresh fruit and vegetables before using (especially if eaten raw)
- Use colour coded boards to prevent cross-contamination
- Keep food cool, clean and covered
- Keep food chilled / refrigerated (under 5°C) until served
- Ensure food is 'hot-held' at a minimum of 63°C
- Frozen foods thoroughly defrosted before serving
- Avoid re-heated foods
- Excellent cleaning and sterilising schedules
- Separate serving utensils used for each food (if meals not plated)
- Train staff to keep eating areas, tables and cutlery spotlessly clean to prevent dirt and bacteria
- Staff to wear gloves when serving
- Careful disposal of waste

Note: If answer is based totally on personal hygiene award a maximum of 3 marks.

- (d) Award **0-3 marks** for a basic answer that may resemble a list with a few factors considered or a limited discussion.
Award **4-6 marks** for an answer where candidate has discussed some of the important factors to be considered when planning meals.
Award **7-8 marks** for a high level response where candidate has evaluated the important factors to be considered when planning and providing meals.

Answers could include discussion on some of the following points – the most important being the nutritional needs.

- Nutritional needs:
Patients may have any number of 'special' needs including allergies, food intolerances, diabetes, ethnic or religious needs, vegetarianism, etc.
Meals should be planned accordingly.
They may be on a diet 'set' by a doctor as part of their treatment.
Patients have weakened immune systems – it may be necessary to offer iron rich foods with Vitamin C rich foods
Healthy wholesome food to aid recovery .
- Multi-cultural foods
- Portion Size
- Cost (unless private patients there will be a restriction on cost)
- Variety and balance
- Presentation e.g. colour to tempt appetite
- Ease of eating (a problem for some patients)
- Timing – set times for meals to go to wards
- Staff – training, ability, etc.
- Equipment available for preparing, cooking and serving food (some hospitals operate the Ganymede system)

Unit 4

Q.1 Award 1 mark for **each** correct answer. [3]

- (a) (i) Reuse
(ii) Recycle
(iii) Reduce

(b) Award 1 mark for **each** correct answer. [3]

No
No
Yes

(c) Award 1 mark for **each** correct answer. [3]

Answers could include:

- Dual flush toilets to save on water/grey water for toilets
- Ask guest to re-use towels
- Not changing the sheets every day if guests stays for longer than one night
- The hotel buys food in bulk
- Eco friendly companies collect food waste to transform it into compost
- Signs/leaflets placed around the hotel and in rooms stating claims
- Have showers in rooms instead of baths
- Evidence of recycling glass, tin, cardboard and tin
- Putting jams in dishes rather than using individual ones
- Automatic room sensors
- Low energy bulbs
- Key card operated lights

Q.2 (a) **Award 1 mark for each** correct answer. [2]

Verbal – walkie talkie, telephone, Face to face
Non verbal/sign language
Written - ICT - email, order slips, rotas = EPS, Fax , texts
Pager

(b) **Award 1 mark for each** correct answer. [3]

Answers could include:

- Friendly/approachable
- Confident
- Good verbal communication
- Good written skills
- Can use another language
- Able to use technology
- Able to listen carefully
- Not to use slang
- To be able to speak clearly, using right tone and pitch
- Good body language
- Good Manners
- Able to keep calm

(c) **Award 1 mark for each** correct answer. [3]

Answers could include:

- Can observe the customer and assess how they are feeling / customers' reactions
- Customer can see if staff are interested in them
- Can use personal presentation to support what you are saying
- Personality can be used to build a rapport with customers/ recognise staff in the future.
- Can use eye contact
- Facial expression - a smile can make a person feel welcome or relaxed
- First impressions count
- Conveys body language/posture/gestures
- Reduces risk of confusion
- May resolve issues more effectively
- More personal , customers feel more comfortable

Q.3 (a) **Award 1 mark for each** correct answer.

[3]

Answers could include:

- Customers return/re visit / tell other people / happy customers
- Exceed expectations
- Growth of the business
- Meet the needs of a varied business market
- Good marketing
- Problems and complaints are dealt with correctly
- Aids information and advice to customers
- Awareness of customers' likes and dislikes
- Affects the profit and income of the hotel
- Affects hotel reputation
- May get awards or stars

(b) **Award 1 mark for each** correct answer.

[3]

Answers could include:

- Informal/formal feedback
- Verbal comments
- Observation of customers
- Comment cards
- Questionnaires
- Mystery guest
- Staff feedback
- Letters/e-mails/web pages/face book/twitter
- Guest book comments

Q.4 (a) **Award 1 mark** for **each** correct answer.

[4]

Answers could include:

- Recipes help to assist the chef to stay on budget/standard recipes
- Use of good weighing equipment will ensure that food is not wasted
- Electronic scales provide an accurate measurement
- Use of ladles/spoons/ cutters/templates /same size plates
- Use of scoops
- Use of measuring jugs/specific size of dish
- By staff not making mistakes
- Use of the correct ingredients for the dish
- Cutting lines/individual dishes
- Photographs

(b) Criteria marked - Examiners to refer to paper Mark Scheme

Award 0-2 mark for an answer that recalls some knowledge of factors to be considered when calculating the selling prices of dishes. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-4 marks for an answer that recalls knowledge of factors to be considered when calculating the selling prices of dishes. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be present.

Award 5-6 marks for an answer that recalls detailed knowledge of factors to be considered when calculating the selling prices of dishes. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

[6]

Answers could include:

- Labour : Wages and salaries of all hotel/restaurant staff
- Food costs/all foods/ ingredients
- Overheads : Consumables/paper goods/restaurant bill pads, Lighting costs/electric bills Gas bills, Rent of properties/rates, Cost of repair to building/equipment/furniture, Maintenance of equipment/building
- VAT – 20 %
- Profit /Loss leader /special offers

Award maximum of 3 for extensive list with no explanation.
For full 6 marks all areas need to be covered.

Q.5 (a) **Award 1 mark** for **each** correct answer.

[3]

Answers could include:

- Catering / Food service: Food/snacks, Counter service/cafeteria service, multi point, free flow, fast food, vended service, seated counter service, buffet and carvery. Table service, waiter or waitress service/silver service Gueridon service - cooking at the table in front of customers/trolley service/sweet trolley.
- Transported meal systems - Rail first class service/airline meals/meals on cruise ships
- Accommodation
- Conference facilities/function facilities/meetings
- Leisure facilities / spa /play areas for children
- Hair and beauty
- Valet parking
- Internet access - free Wifi
- Functions: Weddings (services and/or receptions), birthdays , anniversaries etc.
- Laundry service
- Room service
- Concierge

(b) Criteria marked - Examiners to refer to paper Mark Scheme

Award 0-2 marks for an answer that recalls some knowledge of types of food service suitable for a business meeting. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-5 marks for an answer that recalls knowledge of types of food service suitable for a business meeting. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be present.

Award 6-8 marks for an answer that recalls detailed knowledge of types of food service for a business meeting. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

[8]

Answers could include:

Reference to

- (i) Refreshments throughout the day
Guests may choose own beverages /help themselves to food and drinks ,
vending service , Cold drinks on tables during meetings/mints available
- (ii) Lunch
- (a) Buffet service/hot or cold/selection of desserts /Family type of service/
counter service.
Dishes are put on the table with serving cutlery for guests to serve
themselves
Is a sociable method of service
Quick and easy service
Food is hot
Portion control is poor
Needs a large amount of space on the table
Fewer staff required
- (b) Waiter Service / Pre plated meals from the kitchen
Basic plated meal or can be highly decorated
Plated is a good way of ensuring good portion control
Demonstrates the skills of the kitchen staff and not the wait staff
May be boring for the staff serving the meal
Faster service/does not require highly skilled staff
- (c) Silver service / Gueridon
Specialist staff/costs to the hotel
Waiters serve food with a fork and a spoon
Plates can also be put onto table this way
Personal service
Can be a slow service/often not as staff are experience
Can be expensive
Portion control difficult to control as each member of staff will serve
slightly different amounts of food to each customer
Staff costs can be high as deemed a 'specialist' job - more staff involved

Q.6 (a) **Award 1 mark** for **each** correct answer.

[2]

Answers could include:

Diamonds : 2 diamond/3 diamond/4 diamond/5 diamond
Crown ratings
AA ratings
RAC ratings

(b) **Award 0-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of facilities expected in a 2 star hotel. Simple list .
Award 3-4 marks for an answer that recalls knowledge and demonstrates a good understanding of facilities expected in a 2 star hotel. [4]

Answers could include:

2 star hotel

Near to airports/business parks/shopping/retail parks/restaurants nearby if don't have them themselves
Clean & comfortable rooms not elegant/basic
Some do offer breakfast but may not have restaurants
No room service
Free view / Cable TV
Tea and coffee making facilities
Transport to nearby airports
Free parking

N.B. (Can accept reference to facilities in 1* hotel but not general facilities, e.g. bed, dressing table, bath or shower). Accept negative comments eg. Does not have a pool.

(c) Criteria marked - Examiners to refer to paper Mark Scheme

Award 0-2 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of why the rosette award is important. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-4 marks for an answer that recalls knowledge and demonstrates understanding of why the rosette symbol is important. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5-6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of why the rosette symbol is important. The answer will include a wide range of points with evidence of detailed discussion on three areas. The response is well structured and clearly expressed with few errors.

[6]

Answers could include:

Chef

Satisfaction of the chef
Reputation of restaurant
Skill level of chef
Encourages aspiration of other chefs
Is a celebration - to the hotel/chef/kitchen brigade
Professional development / looks good on a CV

Establishment

Award does not follow chef
Attracts customers
Useful to advertisement of the hotel/brochures
Image
Improves takings / additional profit
Shows high Standards of service
Shows that the hotel restaurant serves constant quality meals

Customer

High expectations
Value for money
Would return/recommend to others

Q.7 (a) **Award 1 mark** for **each** correct answer.

[3]

Answers could include:

Head receptionist
Receptionist
Concierge
Porter
Night porter
Administrative staff

(b) Criteria marked - Examiners to refer to paper Mark Scheme

Award 0-1 mark for an answer that recalls some knowledge and demonstrates a basic knowledge of the importance of good personal presentation.

Award 2 marks for an answer that recalls knowledge and demonstrates understanding of the importance of good personal presentation. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 3 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the importance of good personal presentation. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

[3]

Answers could include:

- First impressions counts
- Instils confidence in hotel
- Shows quality
- Represents hotel
- Point of contact
- Gives confidence/to customer/to staff
- Shows authority
- Gives a good image
- Shows interest
- Identifies job role

(c) Criteria marked - Examiners to refer to paper Mark Scheme

Award 0-2 marks for an answer that recalls some knowledge and demonstrates a basic knowledge of the job roles of 'front of house' team. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-5 marks for an answer that recalls knowledge and demonstrates understanding of the job roles of the 'front of house' team. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 6-8 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the job roles of the 'front of house' team. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

[8]

Answers could include:

Reference to : Politeness / Efficiency / Professionalism at all times to ensure a pleasant and enjoyable stay, and everything runs smoothly :

Discussion of the role to ensure this is achieved may include :

Taking bookings/answering phones

Meet and greet/knows/uses customers' names

Help customer check in/fast booking in

Deal with complaints/good telephone manner

Inform other departments about room bookings

Liaises with all departments

Carry out special requests i.e. table requirements/special dietary requirements/disabilities

Deal with bills

Deliver cases to rooms

Deal with queries/may book taxis, order papers

Book theatre tickets

Book restaurants

Offer advice re. local area

Suggest places to see and visit

Porters help to maintain safety of building/follow security protocol

Help people to rooms

May set up room i.e. for meetings

Arrange early morning calls

Can book car hire, airline and train tickets

Night porters may provide a restricted room service

Ensure customers have a great experience

Prompt help

Discreet/approachable

Exceeds expectations/understands and responds to customers' needs

Q.8 Criteria marked - Examiners to refer to paper Mark Scheme

Award 0-3 marks for an answer that recalls some knowledge and demonstrates a basic understanding of the job role of a banqueting manager. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 4-6 marks for an answer that recalls knowledge and demonstrates understanding of the job role of a banqueting manager. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 7-12 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the job role of a banqueting manager, with reference to the 3 areas in the question. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

[12]

Reference to be made to :

Planning : discussing requirements with the client
Preparation : ensuring everything is ready to be put in place
Delivery: overseeing everything runs smoothly on the day.

Answers could include:

Planning

Checks with customer number of people, available budget , venue in hotel, style of service ,Table layout, Decoration e.g. flowers/balloons are required
Checks guest list for any special requirements i.e. disability needs

Preparation

Checks venue for any faults/arranges maintenance if required
Organises entertainment according to client's preferences
Checks lighting
Arranges rooms for artists if required
Organises place names, table numbers
Completes seating plans/with customer's approval
Checks that sufficient tableware/cutlery is available
Liaises with the bar manager regarding wine/drinks
Arranges wait staff/how many/what type/checks uniform
Gives additional training of wait staff if required
Carries out a briefing with wait staff/checks that wait staff know the menu
Decides on wait staff duties/staff rota
Completes wages information for seasonal staff/temporary staff
Attends meeting with Head Chef/Head waiter/checks menus/client's dietary requirements/additional requirements i.e. supplies larger chairs for guests if required
Is in constant touch with client
Completes briefings

Delivery

Completes briefing with wait staff prior to event
Is an ambassador for the hotel
Maintains a professional manner at all times
Works alongside all staff when and where required
Checks with customers that all is okay
Solve problems that may arise



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