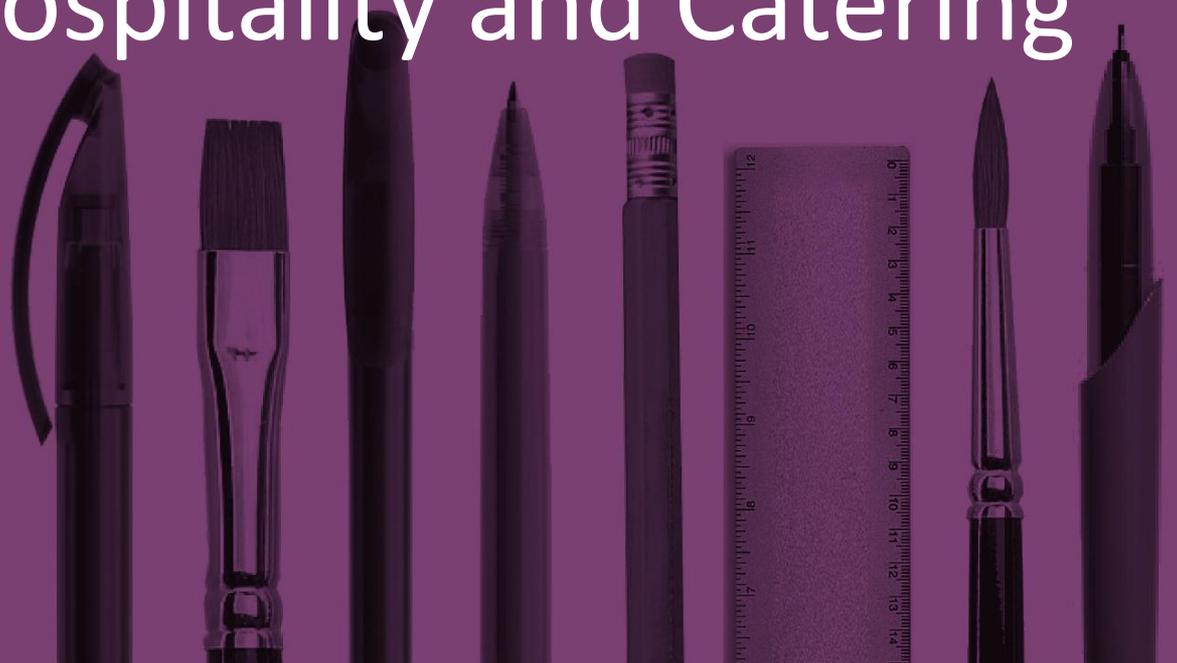


# Exam Walk-Through

## Level 1/2 in Hospitality and Catering

### Unit 1 The Hospitality and Catering Industry

#### 5569UA0-1



- A copy of the exam paper
- A pen, pencil, ruler
- A highlighter/at least three different coloured highlighters
- A watch
- Post-it notes



- It is testing your knowledge of Hospitality and Catering Industry
- This paper is 1 hour 30 minutes long
- The question types vary throughout the paper
- The paper will assess LO1, LO2, LO3, LO4 and LO5
- The total mark for this paper is 90



## 1. Read the front cover of the exam paper.

### 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.

Write your answers in the spaces provided.

If you run out of space, use the continuation page at the back of the booklet, taking care to number the question(s) correctly.

### INFORMATION FOR CANDIDATES

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

The total mark is 90.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

## 2. Make sure your name and candidate number are on your answer booklet.



- Read through the whole question before starting to answer. This will help you understand what is required of you.
- Use a highlighter to pick out key words.
- Look at the command words and the number of marks available for each question, they will help you decide how much detail is needed.
- If a word is **bold** it is important.
- Keep your exam paper open at the double page spread, do not fold it in half.
- Read your answers to check they make sense.



## Question 1

### Skills being tested:

**LO1 Understand the environment in which hospitality and catering providers operate.**

**LO2 Understand how hospitality and catering provisions operate.**

### Approach:

**Step 1 Look at the diagram and table.**

**Step 2 Read question 1 (a) and 1 (b) and highlight key words/command verbs.**

**Step 3 Check the number of marks for each part of the question so you spend your time appropriately.**

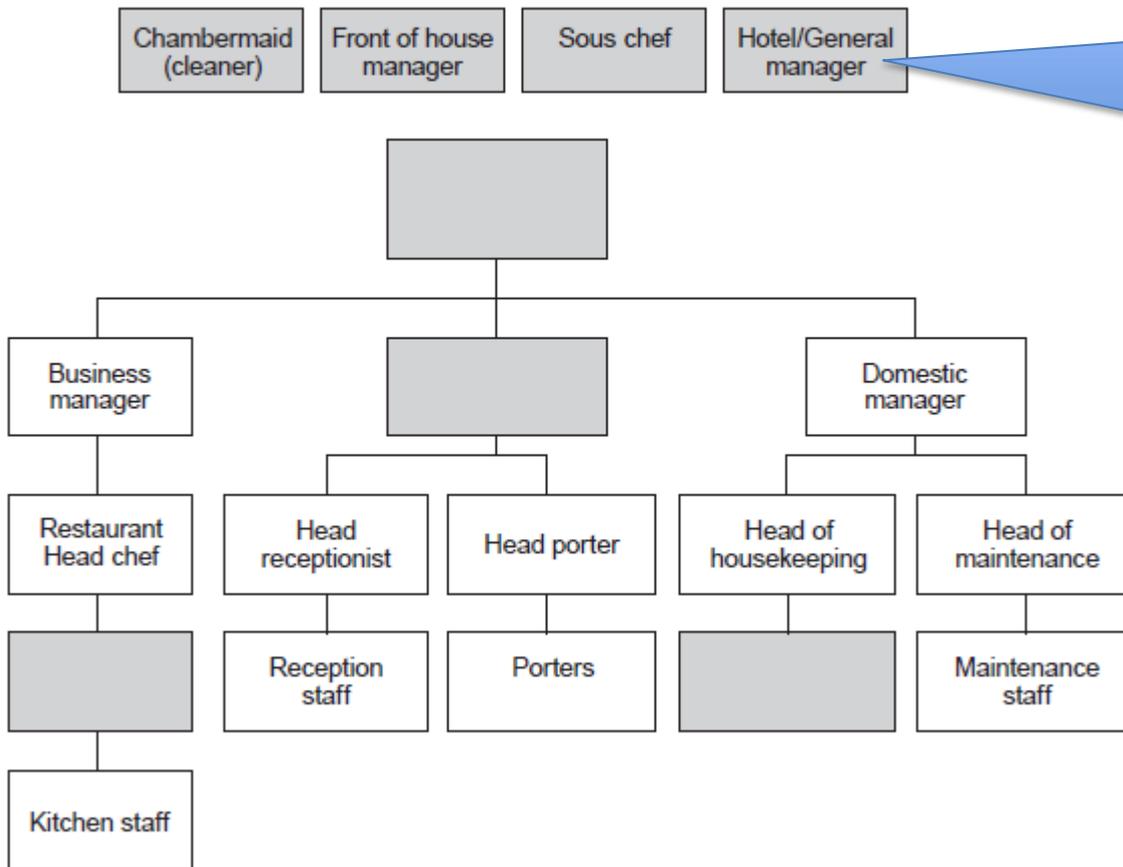
**Step 4 Think about the best answer for each part question.**

**Step 5 Write the answers for 1 (a) and (b) in the spaces provided.**



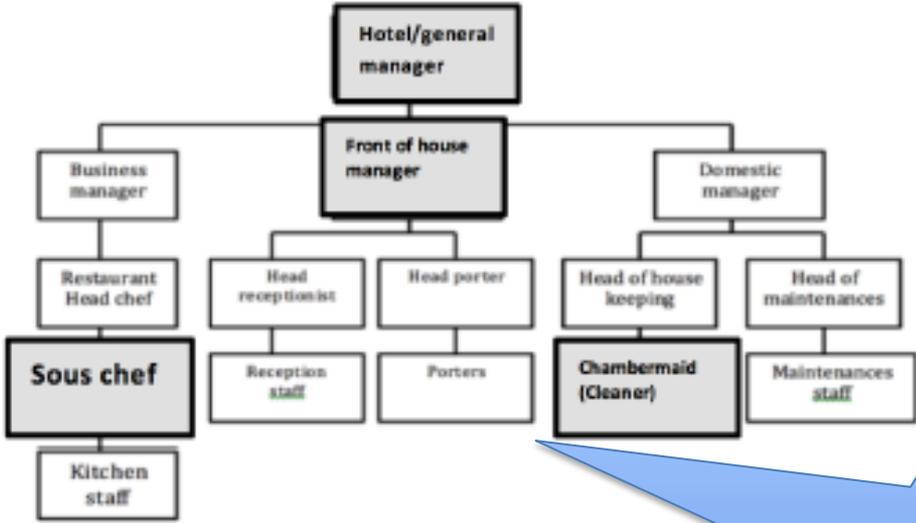
1. The diagram below shows the structure of a small hotel within the hospitality and catering industry.

(a) Complete the chart below, placing the correct words into the boxes. [4]



It maybe helpful to cross off each of these once you have used them in the diagram to see what you have left.



Question	Answers	Marks
<p>1a. LO1 AC1.1</p>	<p>Award 1 mark for each of the correct job roles within the hospitality and catering structure.</p>  <pre> graph TD     HGM[Hotel/general manager] --&gt; BM[Business manager]     HGM --&gt; FHM[Front of house manager]     HGM --&gt; DM[Domestic manager]     BM --&gt; RHC[Restaurant Head chef]     RHC --&gt; SC[Sous chef]     SC --&gt; KS[Kitchen staff]     FHM --&gt; HR[Head receptionist]     HR --&gt; RS[Reception staff]     FHM --&gt; HP[Head porter]     HP --&gt; P[Porters]     DM --&gt; HHK[Head of house keeping]     HHK --&gt; CM[Chambermaid (Cleaner)]     DM --&gt; HM[Head of maintenances]     HM --&gt; MS[Maintenances staff]     </pre>	<p>4</p>

What we are looking for here is evidence that you can demonstrate your knowledge of the structure in the hospitality and catering industry.



# Question 1 (b) LO2

(b) Place the letters in the correct order to show the stages that need to be followed when a delivery of food has arrived at a kitchen in a large hotel. The first one has been completed for you. [6]

Stages	Letter
1	G Check order is correct against invoice.
2	
3	
4	
5	
6	
7	



Place frozen foods away in freezer



Reject any items that are not at the correct temperature or are damaged



Place dry food items (flour, sugar and baking powder) away into sealed containers



Food products and goods need to be placed on trolley to be taken into the kitchen



Place perishable foods into fridge



Check delivery items for correct temperature, appearance and quality

If you make a mistake with the order clearly cross out your first answer so the examiner knows which one to mark.



1b  
LO2  
AC2.1

Award 1 mark for each correct stage of the workflow of the delivery.

6

Stages	Images drag and drop	
1		Check order is correct against invoice. <input type="text" value="G"/>
2		Check delivery items for correct temperature, appearance and quality. <input type="text" value="F"/>
3		Reject any items that are not correct temperature or are damaged. <input type="text" value="B"/>
4		Food products are good need to be placed on trolley to take into kitchen. <input type="text" value="D"/>
5		Place frozen foods away in freezer. <input type="text" value="A"/>
6		Place perishable foods into fridge. <input type="text" value="E"/>
7		Place dry food items (flour, sugar and baking powder) away into sealed containers. <input type="text" value="C"/>

What we are looking for here is evidence that you understand the operation of the kitchen.



## Question 2

### Skills being tested:

**LO1 Understand the environment in which hospitality and catering providers operate.**

**LO2 Understand how hospitality and catering provisions operate.**

### Approach:

- **The question is in 3 parts. Read all the parts before answering the questions, so that you know what each question is all about.**
- **Pay particular attention to the command verbs, marks allocated, and number of lines allowed for each question to be answered as this will give you an idea of how much you need to write.**
- **Think about the best answer for each part question.**
- **Write the answers for 2 (a), (b) and (c) in the spaces provided.**
- **Remember anything in bold is important.**



2. Craig is a hotel receptionist at Bloomingdales Hotel.

(a) Identify the work pattern Craig is likely to work.

[1]

Tick (✓) the correct  
statement

- (i) 9am-5pm with weekends and school holidays off.
- (ii) Shift work including evenings, nights, weekends and public holidays.
- (iii) Night work with Christmas or New Year and bank holidays.

If you tick the wrong box  
remember to clearly  
indicate which box you  
meant.



<p>2a LO1 AC1.3</p>	<p>Award one mark for correct answer:  (ii)</p>	<p>1</p>
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Here we are looking for evidence that you understand working conditions of different job roles across the hospitality and catering industry.



(b) Describe the dress code required for Craig when working on reception.

[4]

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Look carefully at the command verb **Describe** – elicits some extended writing and its LO2 and 8 lines.

(c) Describe two duties Craig will undertake as a hotel receptionist.

[4]

(i)

.....

.....

(ii)

.....

.....

Two lines for each responses suggest you may want to write more than one word. Just naming two duties without describing them would not get you 4 marks.



2b  
LO2  
AC2.2

Award 0 marks.

No marks response or quality of response not sufficient or a mark to be awarded.

Award 1-2 marks.

Outlining in general (basic) dress code for hotel receptionist. Maybe 4 points but not described.

Response limited in detail mainly listed/bullet pointed.

Award 3-4 marks.

Describes dress code of receptionist at hotel in detail with justification. maybe just 4 points.

Smart; clean, in uniform, well presented.

Candidates may use a range of responses for the dress code.

However, double marks should not be awarded for answers that are the similar/same. For example: tidy/neat.

4

Here we are looking for evidence that you understand the operation of the front of house. Remember that dress code doesn't only cover the outfit or uniform but also covers the personal appearance of the staff member.



<p>2c LO1 AC1.2</p>	<p><b>Up to 2 marks available for each responsibility described.</b></p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p><b>Award 1-2 marks.</b> Outlining in general (basic) duties that receptionist would undertake. Maybe 4 points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p><b>Award 3-4 marks.</b> Outline and clearly describe duties of receptionist at hotel.</p>
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<p><b>Candidates may make reference to the follow duties within their answers: Indicative content</b></p> <ul style="list-style-type: none"> <li>• To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience</li> <li>• To build a good relationship with all guests</li> <li>• Resolve any complaints/issues quickly to maintain high quality customer service</li> <li>• To deal with guest requests to ensure a comfortable and pleasant stay</li> <li>• To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible</li> <li>• To be responsible for accurate and efficient accounts and guest billing processes</li> <li>• To assist in keeping the hotel reception area clean and tidy at all times</li> <li>• To administer all routes of reservations to ensure that room bookings are made and recorded accurately</li> <li>• Ensure that all reservations and cancellations are processed efficiently. Keep up to date with room prices and special offers to provide accurate information to guests</li> <li>• May have to report any maintenance, breakage or cleanliness problems to the relevant manager</li> <li>• To administer the general petty cash system and float in an accurate manner</li> <li>• To undertake all training as required (e.g., first aid, health and safety, customer service)</li> </ul>
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Look at your answer and underline anything that is in this list.



## Question 3

### Skills being tested:

**LO1 Understand the environment in which hospitality and catering providers operate.**

**LO2 Understand how hospitality and catering provisions operate.**

### Approach:

- **The question is in 2 parts. Read all the parts before answering the questions, so that you know what each question is all about.**
- **Think about the best answer for each part question.**
- **Write the answers for 3 (a) and (b) in the spaces provided.**



3. Bloomingdales Hotel needs to advertise for a Head Chef.

(a) Complete the advert for the Head Chef job.

[4]

**Bloomingdales Hotel**  
**Head Chef required**

- Pay £25,000 per annum
- Hours to include mornings, evenings and all main holidays including Christmas

**Responsibilities will include:**

- .....
- .....
- .....
- .....

It is important to read the keywords within the question correctly. The main emphasis in this question is the word **'Responsibilities'** of a head chef and should not be confused with qualities.



<p>3a LO1 AC1.2</p>	<p><b>Award 1 mark for each correct response.</b></p> <p><b>Indicative content</b></p> <p>As a head chef your duties would include:</p> <ul style="list-style-type: none"> <li>• Planning menus/producing menus and new dishes</li> <li>• Making sure food is of the right quality and price and is produced on time</li> <li>• Managing stocks of food</li> <li>• Ordering food from suppliers</li> <li>• Controlling a budget and keeping accurate records</li> <li>• Managing health and hygiene procedures</li> <li>• Organising the staff duty rota</li> <li>• Managing and recruiting, training and developing staff</li> <li>• Overall responsibility for daily operations in the kitchen</li> <li>• Liaising with purchasing companies for food orders</li> <li>• Maintaining or raising the profit margins on food</li> <li>• Costing's of dishes</li> <li>• Work closely with hotel manager</li> </ul> <p>Accept any other correct response</p>	<p>4</p>
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Each bullet is a different response and not everything needs to be included in your answer to gain the mark.



Specialist equipment is used in commercial kitchens.

(b) Identify the correct use for each piece of equipment by matching the number in the box to the descriptions. [4]



Description	Equipment
Used for beating cake batter, whisking up egg whites and cream for puddings, and even kneading dough.	
Used to blend ingredients or purée food in the container in which they are being prepared. Uses include pureeing soups and emulsifying sauces.	
Used to check internal food temperatures when you cook, re-heat, cool, thaw, and keep foods hot or cold.	
Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.	

Make sure you look at each picture and read through each description carefully before placing the number in the box.



<p>3b LO2 AC2.1</p>	<p><b>Award 1 mark for each correct match of the equipment image to description.</b></p> <table border="1"> <tr> <td data-bbox="183 321 415 542">  <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">2</div> </td> <td data-bbox="415 321 1014 542"> <p>Used for beating cake batter, whisking up egg whites and cream for puddings and even kneading dough.</p> </td> </tr> <tr> <td data-bbox="183 542 415 771">  <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">1</div> </td> <td data-bbox="415 542 1014 771"> <p>Used to blend ingredients or purée food in the container in which they are being prepared. Uses include puréeing soups and emulsifying sauces.</p> </td> </tr> <tr> <td data-bbox="183 771 415 1028">  <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">3</div> </td> <td data-bbox="415 771 1014 1028"> <p>Use to check internal food temperatures when you cook, re-heat, cool, thaw, and keep foods hot or cold.</p> </td> </tr> <tr> <td data-bbox="183 1028 415 1342">  <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">4</div> </td> <td data-bbox="415 1028 1014 1342"> <p>Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.</p> </td> </tr> </table>	 <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">2</div>	<p>Used for beating cake batter, whisking up egg whites and cream for puddings and even kneading dough.</p>	 <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">1</div>	<p>Used to blend ingredients or purée food in the container in which they are being prepared. Uses include puréeing soups and emulsifying sauces.</p>	 <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">3</div>	<p>Use to check internal food temperatures when you cook, re-heat, cool, thaw, and keep foods hot or cold.</p>	 <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">4</div>	<p>Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.</p>	<p>4</p>
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 <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; margin-left: 10px;">4</div>	<p>Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.</p>									

Write your response clearly in the box.



## Question 4

### Skills being tested:

**LO1 Understand the environment in which hospitality and catering providers operate.**

### Approach:

- **Read the question, so that you know what it is about.**
- **Think about the best answer for the question.**
- **You may want to underline key words in the questions to keep you focused.**
- **Pay particular attention to the command verb and number of lines allowed for the question to be answered as this will give you an idea of how much you need to write.**





<p>4 LO1 AC1.4</p>	<p>Award up to 6 marks.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded</p> <p><b>Award 1-2 marks.</b> Outlining in general (basic) the factors affecting the hospitality and catering industry. Response is limited in detail, mainly listed.</p> <p><b>Award 3-4 marks.</b> Clear explanation of how London hosting the Olympic games increased hospitality and catering industry within the UK. Statements are included which are relevant, with, detailed reasoning to the effects (positive) of London's Olympic games on hospitality and catering industry in UK during and after the event.</p> <p><b>Award 5-6 marks.</b> In-depth explanation of the positive effect the London Olympics had on the UK's hospitality and catering industry. Evidence contains detailed reasoned statements, which are relevant to the effects that the London Olympics had on hospitality and catering industry in the UK during and after the event.</p> <p>To award more than 3 marks responses must cover more than just food provision (catering)</p> <p>Answers could include:</p> <p>During the London Olympics the UK had a lot of visitors from around the world. The hotels/B&amp;B/Hostels within the hospitality and catering sector increasing their normal nightly rental tariff and were all fully booked before and after the deration of the Olympics and Paralympic games, with some overseas visitors deciding to travel around the UK generating more income to the hospitality and catering sector.</p> <p>Candidates could mention the positive impact the Olympics had on catering related establishments such as restaurants, take away establishments and cafes. That within this area jobs were created and profit and more money had been generated during this time.</p> <p>Candidates may also mention that due to the publicity of the events that more tourists came to visit the UK after seeing the events on TV. Again having a positive effect on the income and jobs to UK.</p>	<p>6</p>
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This is a banded mark scheme – so you need to make a judgement on your response before awarding a mark.



## Question 5

### Skills being tested:

**LO1 Understand the environment in which hospitality and catering providers operate.**

**LO2 Understand how hospitality and catering provisions operate.**

### Approach:

- **The question is in 2 parts. Read all the parts before answering the questions, so that you know what each question is all about.**
- **Think about the best answer for each part question.**
- **Write the answers for 5(a), (b) and (c) in the spaces provided.**
- **You may want to underline key words in the questions to keep you focused.**
- **Pay particular attention to the command verb and number of lines allowed for the question to be answered as this will give you an idea of how much you need to write for the answers to (b) and (c).**



5. Gemma is a student with limited money. She would like to visit Scotland and is looking for a place to stay.

(a) Suggest two suitable types of accommodation for Gemma.

[2]

(i)

.....

(ii)

.....

Reading the question carefully and underlining key words will help you understand what you are being asked. The command word is 'Suggest' which means give examples.



<p>5a LO5 AC5.1</p>	<p>Award 1 mark for each correct answer, these may include:</p> <ul style="list-style-type: none"> <li>• Bed and breakfast</li> <li>• Budget hotel (these maybe named, eg. Premier Inn, Travelodge however, only 1 mark to be awarded for any named budget hotel.)</li> <li>• Hostel</li> <li>• Tourist apartments</li> </ul>	<p>2</p>
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We are looking for evidence that you can review options for hospitality and catering provision.

Suggesting that Gemma may stay with friends would not get you a mark as the answer should relate to the hospitality and catering sector.



(b) Explain how one of the types of accommodation suggested would meet Gemma's needs. [4]

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Gemma uses technology to help her find the best accommodation.

(c) Explain how technology can influence customer accommodation choices. [5]

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The command word here is 'Explain' which means give reason or cause. Show understanding of how or why something has occurred.



<p>5b LO2 AC2.3</p>	<p><b>Award 0 marks.</b> No marks response or quality of response not sufficient or a mark to be awarded.</p> <p><b>Award 1-2 marks.</b> Outlining in general terms (basic) how the accommodation meets Gemma's needs. This maybe bullet point with some or little description.</p> <p><b>Award 3-4 marks.</b> Giving clear details of how one of these suggestions would meet Gemma's needs.</p>	<p>4</p>
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Extended writing is required here and not just a bullet pointed list. We are looking for evidence that you can explain how hospitality and catering provision meets customer requirements.



<p>5c LO1 AC1.4</p>	<p>Award up to 5 marks.</p> <p><b>Award 0 marks.</b> No marks response or quality of response not sufficient or a mark to be awarded.</p> <p><b>Award 1-2 marks.</b> Outlining in general (basic) how technology affects the customer's accommodation choice. These maybe bullet points with little description.</p> <p><b>Award 3-4 marks.</b> Some explanation of how technology can affect the customer's accommodation choice.</p> <p><b>Award 5 marks.</b> Clear explanation of how technology can affect the customer's accommodation choice.</p> <p><b>These maybe placed in bullet point with brief description of each.</b></p> <p>Answers could include:</p> <ul style="list-style-type: none"> <li>• For location many customers will use Google maps on the computer or mobile devices to see how far places are from the accommodation</li> <li>• A number of accommodation websites now include maps on their website to show there location to nearest train station/attractions</li> <li>• Use social media to ask for recommendations of where the best places are, or the best websites to search from friends on Facebook or twitter</li> <li>• Designing website to encourage customer's to the accommodation</li> <li>• Using social media to offer competitions to attract and influence customers</li> <li>• Using and paying Google and other search engines to place accommodation website at top of search page</li> </ul>	<p>5</p>
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We are looking for evidence that you can explain how hospitality and catering provision meet customer requirements.



## Question 6

### Skills being tested:

**LO3 Understand how hospitality and catering provision meets health and safety requirements.**

**LO4 Know how food can cause ill health.**

### Approach:

- **The question is in 2 parts. Read all the parts before answering the questions, so that you know what each question is all about.**
- **Think about the best answer for each part question.**
- **Write the answers for 6 (a) and (b) in the spaces provided.**



6. Alex has a job as a Sous Chef in a local hotel.

(a) Identify two personal safety risks to Alex in this role and explain their control measures. [6]

Risk		Control measure	
(i)		(iii)	
(ii)		(iv)	

It is important to read the key words in the question carefully... 'Personal safety risks to Alex'

(b) Tick (✓) the box next to the statement to show which is true or false. [4]

Statement	True	False
(i) Raw meat should always be stored at the top of a fridge.		
(ii) Raw meat should always be stored at the bottom of a fridge.		
(iii) You can die from food poisoning.		
(iv) Food can be "hot held" for 6 hours.		

Make sure you follow the instructions here and tick the box. If you change your mind make sure your answer is clear.



<p>6a LO3 AC3.2 AC3.3</p>	<p>Award 1 mark for each personal safety risks and up to 2 marks for each correct control measure.</p> <table border="1"> <thead> <tr> <th data-bbox="226 308 513 329">Risk</th> <th data-bbox="513 308 794 329">Control measures</th> </tr> </thead> <tbody> <tr> <td data-bbox="226 329 513 558">Slips, trips and falls</td> <td data-bbox="513 329 794 558">                     Wet floor sign to be placed on the floor.                       Non slip shoes                       Make sure there is no obstruction on the floor.                       All loose carpet, flooring should be reported and fixed.                 </td> </tr> <tr> <td data-bbox="226 558 513 665">Contact with hot surfaces and harmful substances</td> <td data-bbox="513 558 794 665">                     Training required. COSHH assessment and training required.                       Oven gloves                 </td> </tr> <tr> <td data-bbox="226 665 513 729">Dermatitis/skin conditions</td> <td data-bbox="513 665 794 729">Gloves to be worn at all times during handling and serving of food.</td> </tr> <tr> <td data-bbox="226 729 513 965">Cuts from knives</td> <td data-bbox="513 729 794 965">                     Correct equipment                       Secure chopping board                       Correct cutting techniques                       First aid trained member of staff in the kitchen.                       Training on Health and Safety at work act.                 </td> </tr> <tr> <td data-bbox="226 965 513 1051">Burns / Scalds</td> <td data-bbox="513 965 794 1051">                     First aid trained member of staff in the kitchen.                       Oven gloves                 </td> </tr> <tr> <td data-bbox="226 1051 513 1158">Mental stress</td> <td data-bbox="513 1051 794 1158">Workload balance, employers' responsibility to the health of their staff. To make reasonable adjustments to their jobs.</td> </tr> <tr> <td data-bbox="226 1158 513 1193">Handling raw meat and poultry</td> <td data-bbox="513 1158 794 1193">Food hygiene training and certificate for all employees.</td> </tr> <tr> <td data-bbox="226 1193 513 1265">Exposure to cleaning products, pest control products, or other chemicals</td> <td data-bbox="513 1193 794 1265">COSHH assessment and training provided.</td> </tr> </tbody> </table> <p>Accept any other acceptable response as long as <b>qualified</b> and linked to <b>personal safety</b></p> <p>Some control measures can also apply to different risks</p>	Risk	Control measures	Slips, trips and falls	Wet floor sign to be placed on the floor.  Non slip shoes  Make sure there is no obstruction on the floor.  All loose carpet, flooring should be reported and fixed.	Contact with hot surfaces and harmful substances	Training required. COSHH assessment and training required.  Oven gloves	Dermatitis/skin conditions	Gloves to be worn at all times during handling and serving of food.	Cuts from knives	Correct equipment  Secure chopping board  Correct cutting techniques  First aid trained member of staff in the kitchen.  Training on Health and Safety at work act.	Burns / Scalds	First aid trained member of staff in the kitchen.  Oven gloves	Mental stress	Workload balance, employers' responsibility to the health of their staff. To make reasonable adjustments to their jobs.	Handling raw meat and poultry	Food hygiene training and certificate for all employees.	Exposure to cleaning products, pest control products, or other chemicals	COSHH assessment and training provided.	<p>6</p>
Risk	Control measures																			
Slips, trips and falls	Wet floor sign to be placed on the floor.  Non slip shoes  Make sure there is no obstruction on the floor.  All loose carpet, flooring should be reported and fixed.																			
Contact with hot surfaces and harmful substances	Training required. COSHH assessment and training required.  Oven gloves																			
Dermatitis/skin conditions	Gloves to be worn at all times during handling and serving of food.																			
Cuts from knives	Correct equipment  Secure chopping board  Correct cutting techniques  First aid trained member of staff in the kitchen.  Training on Health and Safety at work act.																			
Burns / Scalds	First aid trained member of staff in the kitchen.  Oven gloves																			
Mental stress	Workload balance, employers' responsibility to the health of their staff. To make reasonable adjustments to their jobs.																			
Handling raw meat and poultry	Food hygiene training and certificate for all employees.																			
Exposure to cleaning products, pest control products, or other chemicals	COSHH assessment and training provided.																			

Award yourself 1 mark for each personal safety risk and up to 2 marks for each correct control measure.



<p>6 L04 AC4.1</p>	<p>Award 1 mark for each correct answer.</p> <p>(i) False (ii) True (iii) True (iv) False</p>	<p>4</p>
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We are looking for evidence that you know about food related causes of health.



Amazclean is a new disinfectant spray being used by Chico's restaurant.  
Amazclean was sent with COSHH (Control of Substances Hazardous to Health) documentation.

<b>COSHH FORM</b>	
Product: Amazclean Substance: Liquid Where the product is used: Inside well ventilated rooms How the product is used: Sprayed	
Product hazard level: • Medium	
P.P.E.	
Warning H314 Causes burns H319 Irritating to the eyes H318 Irritates skin H18 Risk of damage to the eyes EUH07 Repeated use may cause respiratory problems	

The command verb here is 'describe', this means that factual detail is required. There are 6 marks and lines which suggests that more than a one word answer is required.

(c) Use the COSHH form above to describe three personal safety responsibilities of the employee when using the spray. [6]

- (i) \_\_\_\_\_  
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- (ii) \_\_\_\_\_  
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- (iii) \_\_\_\_\_  
-----



<p>6c L03 AC3.1</p>	<p>Up to 2 marks available for each personal safety responsibility described.</p> <p>Award 1 mark for each safety responsibility.</p> <p>Award 1 mark for each responsibility described.</p> <p>Award 2 marks for each responsibility with a description of why</p> <p>Description can be credited without the responsibility being named.</p>	<p>6</p>
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Award yourself up to 2 marks for each personal safety responsibility you have described.



## Question 7

### Skills being tested:

**LO4 Know how food can cause ill health.**

### Approach:

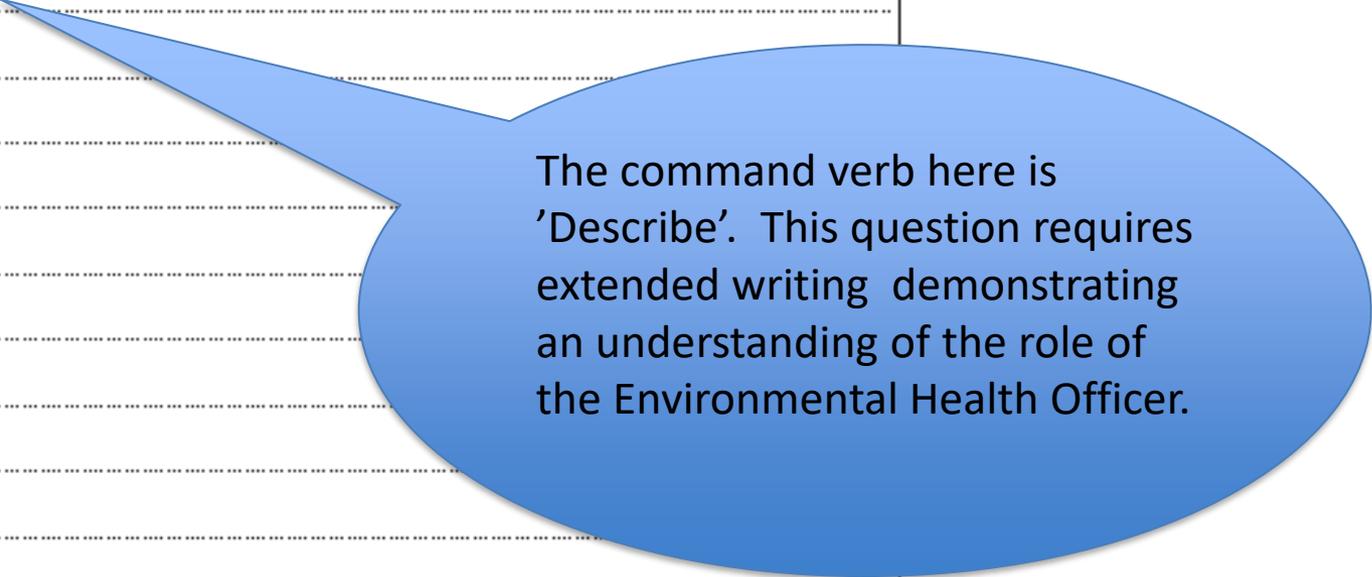
- **The question is in 3 parts. Read all the parts before answering the questions, so that you know what each question is all about.**
- **Think about the best answer for each part question.**
- **Write the answers for 7 (a), (b) and (c) in the spaces provided.**



7. Sophie believes she contracted food poisoning from a sandwich bought at her local café. She has contacted the Environmental Health Department who will send an Environmental Health Officer to inspect the café.

(a) Describe the role of the Environmental Health Officer.

[7]



The command verb here is 'Describe'. This question requires extended writing demonstrating an understanding of the role of the Environmental Health Officer.



<p>7a LO4 AC4.2</p>	<p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 mark for basic answer, may resemble a list</p> <p>Award 3-4 marks for clear description of the job role.</p> <p>Award 5-7 marks for a detailed description of the job role.</p> <p>Indicative content</p> <ul style="list-style-type: none"> <li>• Carrying out routine or unplanned visits and inspections, ensure compliance with health and safety legislation and taking action to improve conditions</li> <li>• Providing advice and assistance to householders and businesses</li> <li>• Taking photos, producing drawings, removing samples and conducting interviews as part of the inspection process</li> <li>• Investigating complaints from the general public</li> <li>• Carrying out food hygiene and food standards inspections</li> <li>• Investigating accidents at work and complaints about poor standards of health and safety, as well as identifying areas of negligence</li> <li>• Investigating outbreaks of infectious disease and preventing it spreading any further</li> <li>• Monitoring radiation activity, taking action when safety levels have been exceeded</li> <li>• Issuing licenses for food providers</li> <li>• Advising on planning and licensing applications</li> <li>• Giving talks at public enquiries, meetings and exhibitions, as well as ensuring compliance through education, advice and enforcement</li> <li>• Taking enforcement action, initiating legal proceedings, preparing and giving evidence in court</li> <li>• Advising on health and safety issues in relation to new buildings and developments</li> </ul>	<p>7</p>
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This is a banded mark scheme – so you need to make a judgement on your response before awarding a mark. Look at your answer and underline anything that is in this list.



# Question 7 (b) L04 (c) L04

(b) Describe the food safety legislation that the café should comply with in relation to food storage. [4]

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We are looking for evidence that you can describe food safety legislation.

(c) Name and describe the cause and symptoms of two common types of food poisoning by completing the table below. [6]

Name of food poisoning	Cause	Symptom
1.		
2.		

We are looking for evidence that you know how food can cause ill health.



<p>7b LO4 AC4.3</p>	<p>Up to 2 marks available for each description of safety legislation in relation to food storage.</p> <p>Award 1 mark for one point related to safety in food storage.</p> <p>Award a maximum of 2 marks for a basic list with no description</p> <p>Award 2-3 marks for basic description of at least one point in relation safety in food storage with a description.</p> <p>Award 4 marks for a detailed description of two or more points.</p> <p>Answers may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Relating directly to food safety act</li> <li>• Food labelling</li> <li>• Fridge/freezer temperatures</li> <li>• Correct storage of food items within the fridge/freezer</li> <li>• Could be interlinked with allergies</li> <li>• Cross contamination</li> <li>• Using a food probe to check temperature of food stock in the fridges</li> <li>• Taking core temperature of food items in freezer to follow guidelines of storage</li> <li>• To create a HACCP of all storage</li> <li>• Rotate stock to make sure foods are not kept too long. Make sure high-risk food is date-coded, including food which is prepared on the premises</li> <li>• Store ready-to-eat food above and well separated from raw food in covered containers and in a clearly distinguishable part of the fridge/freezer</li> <li>• Food with a 'use by' date should be checked regular and stored in a fridge</li> <li>• Make sure that you do not use food after its 'use by' date. If you keep it any longer it might not be safe to eat</li> <li>• Follow the food manufacturer's instructions on how to store the food, including how long it is safe to store food once opened, and any special temperature requirements, as these are designed to keep it safe</li> <li>• It is important to use equipment properly to make sure food is kept cold enough. Follow the manufacturer's instructions on how to use fridges and chilled display equipment. Fridges must not be over-stocked to allow cold air to circulate</li> <li>• Dry foods such as flour and rice should be stored in rooms which are clean, dry and well ventilated. Food should be kept off the floor and placed in covered food grade containers. When transferring food from its original packaging into containers, you should retain the ingredients list to ensure awareness of ingredients, which may cause an allergy. The date code should also be marked on the container.</li> </ul>	<p>4</p>
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<p>7c LO4 AC4.1 AC4.4 AC4.5</p>	<p>Up to 2 marks awarded for name of food poisoning, 2 marks for Cause and 2 marks for Symptoms.</p> <p><b>Name:</b></p> <ul style="list-style-type: none"> <li>• Campylobacter</li> <li>• Salmonella</li> <li>• E-coli</li> <li>• Clostridium perfringens</li> <li>• Listeria</li> <li>• Bacillus cereus</li> <li>• Staphylococcus aureus</li> </ul> <p><b>Cause:</b></p> <ul style="list-style-type: none"> <li>• Raw meat, poultry and sea food</li> <li>• Raw eggs</li> <li>• Contact with some animals</li> <li>• Fruit and vegetables – unwashed</li> <li>• Cross contamination</li> <li>• Not washing hand/bad hygiene</li> </ul> <p><b>Symptoms:</b></p> <ul style="list-style-type: none"> <li>• Diarrhoea</li> <li>• Abdominal pain and cramps</li> <li>• Fever</li> <li>• Nausea</li> <li>• Vomiting</li> <li>• Chills</li> <li>• Headache</li> <li>• Blood in the stool</li> </ul> <p>Same responses for cause and symptoms can be credited more than once</p>	<p>6</p>
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Look at your answers and underline anything that is in these lists.



## Question 8

### Skills being tested:

**LO5 Be able to propose a hospitality and catering provision to meet specific requirements**

### Approach:

- **The question is in 2 parts. Read all the parts before answering the questions, so that you know what each question is all about.**
- **Think about the best answer for each part question.**
- **Write the answers for 8 (a) and (b) in the spaces provided.**
- **This question contains a ‘rider’. This is the name given to the information before the question. Read this carefully and underline any key words.**



# Question 8 (a) L05



“Go Wild”, an animal adventure park, has opened in Blindly. Go Wild would like to attract families with all types of budgets to the park. To make sure that families have the full day to enjoy the animal adventure park, Go Wild has decided that it would like to provide a place for families to eat lunch, and to buy snacks and drinks. They would like the provision to be “budget friendly” for those families who don’t want to spend too much on food.

8. (a) Recommend three types of hospitality and catering provisions suitable to meet the needs of the visitors to Go Wild. [6]

1. ....

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.....

.....

2. ....

.....

.....

3. ....

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This question requires you to read the information in the rider carefully. Underline any keywords both here and in the question to help you.



<p>8a LO5 AC5.2</p>	<p>Up to 2 marks available for each type of provision suitable to meet the needs of the visitors to Go Wild.</p> <p>Type of provision can relate to :</p> <p>Types of outlets that would be found in a theme park – cafes, coffee shops, fast food outlets, vending machines, pubs etc.</p> <p>Types of services that could be provided at outlets within a theme park may also be credited</p> <p>Award 1 mark for type of provision recommended.</p> <p>Award 2 marks for type of provision recommended and description of how this provision will meet the needs of the visitor.</p>	<p>6</p>
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We are looking for evidence here that you can recommend options for hospitality provision.



# Question 8 (b) L05

(b) Justify the most suitable hospitality and catering provision for Go Wild.

[7]

The command word here is 'Justify' which means support a case with evidence-give reasons for your answer.



<p>8b LO5 AC5.2</p>	<p>Review suggestions for hospitality and catering provision for Go Wild animal park and <b>justify</b>, which one is most suitable to meet the needs of the visitor's.</p> <p>Up to 7 marks available for justification of the most suitable hospitality and catering provision for Go Wild.</p> <p>Responses can be in relation to types of positive or negative factors for justification of choice.</p> <p><b>Award 0 marks.</b> No marks response or quality of response not sufficient or a mark to be awarded.</p> <p><b>Award 1-2 marks.</b> Outlining in general proposed idea for hospitality and catering setting with some basic justification for choice. Response has limited detail, mainly listed or described.</p> <p><b>Award 3-5 marks.</b> Detailed justification of the choice of the hospitality and catering provision for Go Wild animal park. Some application to the scenario. Options are communicated in logical structure and the response has attempted to use appropriate tone and style.</p> <p><b>Award 6-7 marks.</b> Clear and detailed justification for the reasons of choice of catering facility provision for Go Wild, this is based on information sourced from the statement. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Key points highlighted from the scenario. Selection and rejection would be evident and reasoning as to why. The main structure for the reason would be based on the information that Go Wild want to attract more families and therefore the reasons selected would reflect this statement.</p> <p><i>Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are a guide only of the justification the marks that can be awarded.)</i></p>	<p>7</p>
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Award yourself up to 7 marks for justification of the most suitable hospitality and catering provision for Go Wild.



Here are the grade boundaries for this paper.

Grade	D	M	2	1	U
Raw Mark Grade Boundary	063	053	044	023	000



# Any Questions?

Do you have any further questions about this exam? If so, write them on a post-it note and stick it to the front of your paper to give to your teacher.

