Candidate	Centre	Candidate	
Name	Number	Number	
		0	



GCSE

4732/01

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

P.M. FRIDAY, 20 January 2012 $1\frac{1}{4}$ hours

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

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]
		L-,

		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]
	•	

julienne marinade reduce roux al dente	j	julienne	marinade	reduce	roux	al dente
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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.	

only

[3]

3. Complete the following sentences using the correct descriptions.

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]

		$^{\circ}\mathrm{C}$
(i)	Temperature of a freezer.	
(ii)	Core temperature of cooked food.	
(iii)	'Hot-held' food.	

	Suggest three ways in which a chef should dress to avoid accidents.	[3]
	(i)	
	(ii)	
	(iii)	
<i>(b)</i>	State the recommended first aid treatment for a burn.	[3]
(0)	State the recommended first and treatment for a burn.	[2]
	State the recommended first and treatment for a burn.	

Eggs are widely used in catering outlets.

6.

(a)	Give two quality points a caterer should look for before accepting a delivery of fresh eggs. [2]
	(i)
	(ii)
<i>(b)</i>	State two important points to remember when storing eggs. [2]
	(i)
	(ii)
(c)	Explain the many uses of eggs that make them an important commodity to the chef. [6]

2

The	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)			
<i>(b)</i>	Describe the role of the wait staff during a buffet service.	[3]		
(c)	A customer complains that the cheesecake is still frozen in the centre.			
(0)		[2]		
	How would the staff deal with this complaint?	[3]		

(d)	Good presentation is essential for the buffet.			
	Discuss how good presentation can be achieved.	[6]		

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]

(c)	ICT is used extensively in all areas of the Catering Industry.	
	Evaluate the use of ICT within the catering industry.	[8]

(a)	Identify two main responsibilities of a sous chef.	[2
	(i)	
(b)	(ii)	
	As part of her interview Frances is asked to give a presentation on 'Catering fo patients with food allergies'.	
	Discuss what points should be included in her presentation.	[6

(c)	Explain the food safety and hygiene procedures that must be followed in the kitchen.	nospital [6]
•••••		

(d)	Evaluate the important factors to be considered when planning and providing measure for hospital patients.