

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.	
Total	

4732
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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]

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.

3. Complete the following sentences using the correct descriptions.

[3]

cannot eat dairy products	does not eat any animal products
should avoid sugary foods	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)

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(ii)

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(iii)

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(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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