

Surname	Centre Number	Candidate Number
Other Names		0



**GCSE**

4732/01

**HOSPITALITY AND CATERING**  
**UNIT 2: Catering, Food and the Customer**

A.M. WEDNESDAY, 15 May 2013

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.

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.

Examiner  
only

1. Tick [✓] the box next to the statement to show if it is **true** or **false**. [3]

	TRUE	FALSE
(i) Freezing food kills bacteria.		
(ii) Fridge temperatures must be checked and recorded weekly.		
(iii) Mouse droppings found in a kitchen must be reported immediately.		

2. Match the correct terms to the meanings below. [3]

<b>Garnish</b>	<b>Coulis</b>	<b>Sauté</b>	<b>Au Gratin</b>	<b>Croutons</b>
----------------	---------------	--------------	------------------	-----------------

- (i) ..... cubes of bread that are fried.
- (ii) ..... served as part of the main item, trimmings.
- (iii) ..... sauce made from a fruit or vegetable purée.

3. State **four** personal hygiene rules that all kitchen staff must follow. [4]

- (i) .....
- (ii) .....
- (iii) .....
- (iv) .....

4. Grilling is a popular method of cooking.

(a) Name **two** cuts of meat that are suitable for grilling. [2]

(i) .....

(ii) .....

(b) State **two** reasons for marinating meat prior to grilling. [2]

(i) .....

(ii) .....

(c) State **three** safety rules to follow when grilling food. [3]

(i) .....

.....

.....

(ii) .....

.....

.....

(iii) .....



.....

.....

4732  
010003

5. (a) Complete the chart below.

[4]

(i)		<p>Name of equipment</p> <p>.....</p> <p>Benefit to a caterer</p> <p>.....</p>
(ii)		<p>Name of equipment</p> <p>.....</p> <p>Benefit to a caterer</p> <p>.....</p>

(b) State **two** safety points to follow when using electrical equipment.

[2]

(i) .....

.....

(ii) .....

.....

(c) List the steps kitchen staff would need to take in the event of a small deep fat fryer catching fire. [4]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[4]

6. (a) Complete the method for making a savoury flan using the words below.

set	fat	fold	dough	beat	flavour
-----	-----	------	-------	------	---------

Make the short crust pastry by rubbing ..... into flour to form fine crumbs.



Add water and stir to form a soft, .....



Line the dish with rolled out pastry, add filling.



..... the eggs and milk together.



Season with salt and pepper.



Pour the mixture into the pastry case and bake until the filling has .....

(b) Name **two** other types of pastry.

[2]

(i) .....

(ii) .....

- 7. (a) A customer complains to a member of the wait staff that his steak is not cooked as requested.  
Explain how the wait staff should deal with this complaint. [4]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

- (b) Discuss the need for **effective** communication between kitchen and restaurant staff. [5]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(c) Explain how **ICT** can promote effective communication within the catering industry.

[6]

A series of horizontal dotted lines for writing.

8. The manager of the local work’s canteen has noticed that profit margins are down as a result of the workers not using the facility.

(a) Suggest how the manager could find out what the workers think of the current menu. [2]

(i) .....

.....

(ii) .....

.....

Below is a typical day’s set menu in the canteen.

<p style="text-align: center;"><u>Starter</u> Cream of chicken soup, roll and butter</p> <p style="text-align: center;"><u>Main course</u> Beef casserole, dumplings, mashed potatoes, and peas</p> <p style="text-align: center;"><u>Dessert</u> Chocolate fudge pudding with chocolate sauce</p>
--

(b) State **three** reasons why customers may not be using the canteen. [3]

(i) .....

.....

.....

(ii) .....

.....

.....

(iii) .....

.....

.....



(c) Explain how the lunch menu could be changed to meet healthy eating guidelines and changing customers' needs. [6]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(d) The Company is keen to promote the establishment as a ‘green’ business. State **three** ways in which they could achieve this status. [3]

(i) .....

.....

(ii) .....

.....

(iii) .....

.....

9. You are the chef at The Riverside Residential Home for retired people. The fishmonger has just delivered this week's **fish** order.

(a) Name the **three** groups of fish. [3]

(i) .....

(ii) .....

(iii) .....

(b) The fish order includes a variety of fresh and frozen fish. It is your responsibility to follow the **Hazard and Analysis Critical Control Point** system you have in place.

Explain **the hazards** with **actions** you would take for handling these products at **each** of the following stages [15]

(i) accepting the delivery,

(ii) storing the fish,

(iii) cooking and serving fish dishes.

(i) accepting the delivery

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(ii) storing the fish

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**Turn over for part (b) (iii)**

(iii) cooking and serving fish dishes

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**END OF PAPER**