



GCSE MARKING SCHEME

HOSPITALITY & CATERING

JANUARY 2014

INTRODUCTION

The marking schemes which follow were those used by WJEC for the January 2014 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.

GCSE HOSPITALITY AND CATERING

UNIT 2

JANUARY 2014

- Q.1** Award 1 mark for each correct answer [3]
- (i) False
 - (ii) True
 - (iii) False
- Q.2** Award 1 mark for each correct answer [3]
- (i) Gateau
 - (ii) Beef gravy
 - (iii) Prawn cocktail
- Q.3** Award 1 mark for each correct answer [3]
- (i) En croute
 - (ii) Reduce
 - (iii) Flambe
- Q.4** Award 1 mark for each correct answer [3]
- (i) Energy/warmth (accept either)
 - (ii) Iron
 - (iii) Fat/sugar/salt/processed food/junk food (accept either)

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

Answers could include:

- Mop up all spills – water, oil
- Put up a wet floor sign/warning sign
- Wear appropriate footwear
- Don't polish floors
- Keep pathways clear
- No mats
- Repair broken/cracked/lifted floor tiles
- Do not store items on the floor/store items safely
- Cables and electrical wires should not be dangling or trailing off work surfaces
- Don't let staff run in the kitchen
- Staff should concentrate

(b) Frying: **Award 1 mark** for **each** safety point **[3]**

Answers could include:

- Don't add wet food to hot oil
- Control temperature of the oil – don't overheat it
- Don't over fill the pan with oil/fill to load line
- Don't over fill the pan with food
- Clean fat regularly/change fat/oil
- Use a basket where possible
- Add food by 'laying' it away from you (fish)
- Don't 'drop' food into hot oil
- Always have a safety blanket to hand
- Wear chefs jacket/long sleeves

(c) Steaming: **Award 1 mark** for **each** safety point **[2]**

Answers could include:

- Use the lid of the steamer as a shield
- Remove the steamer from the water source before removing food
- Make sure that the steamer always has water in it

(d) **Award 1 mark** for **each** correct step identified **[3]**

- Run the hand under cold running tap until the 'sting' has gone/10 mins
- Cover with cling film
- If the burn is more serious (larger than a 10p) call for assistance/take to hospital
- Do **not** apply cream of any description.

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

- (i) Strong plain flour or bread flour
- (ii) Produces CO₂/makes the bread rise

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

- Warmth
- Food
- Oxygen
- Moisture/Liquid/Water
- Time

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

- Use wholemeal/whole wheat/granary flour
- Nuts
- Dried fruit – only accept 1 dried fruit
- Seeds
- Oats

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

Answers may include:

- Weigh each piece of dough
- Cut the batch evenly and equally into required size
- Individual tins – all the same size
- Use of a standardised recipe

(e) **Award 0-1 marks** for 2 points made, or one very simply explained. **[4]**

Award 2-3 marks for a good answer – 2 points with one explanation.

Award 4 marks for a detailed answer showing clear understanding to include 2 points **each** clearly explained.

- Avoid food waste
- To avoid losing money – leading to going out of business
- Make sufficient profit – which they should explain to get higher marks
- To maintain customer satisfaction
- To help the chef with his ordering/reordering/stock control

Q.7 (a) Award 1 mark for each response [3]

Answers could include:

- Obesity
- Reduced mobility if overweight
- Reduced life expectation
- Bad skin
- Poor teeth
- Prevent constipation
- CHD in later-life
- Type 2 diabetes

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

- Make homemade burgers using lean mince/good quality mince
- Reduce beef content by adding soya mince to burger mixture/Quorn
- Dry fry/grill/oven bake the burgers
- Wholemeal bun
- Oven baked chips/wedges/jacket potato
- Use chicken/turkey mince instead of beef
- Serve burger in lettuce leaves instead of the bun/add salad in the bun

(c) Award 0-1 mark for a basic answer showing a limited understanding of how food waste/wrappings/packaging can be reduced in the kitchen - may be a simple list - RRR. [6]

Award 2-3 marks for an answer showing some understanding of how the youth centre kitchen can reduce food waste/packaging. RRR – some attempt at explaining. **Maximum of 3 for just (i) or (ii) attempted.**

Award 4-5 marks for an answer showing good understanding of how the kitchen can reduce food waste and packaging with an attempt at explaining each. **Response must address both (i) and (ii).**

Award 6 marks for a detailed answer showing clear understanding **how and why** the youth centre can reduce food waste/the wrappings/packaging. Answer must relate to the environment.

Look at the responses in a very holistic way – it must be balanced and (i) and (ii) attempted and well answered to get the full 6 marks.

(i) Food waste

- Make dishes from scratch
- Make to order
- Compost fruit/veg/peelings
- Freeze any leftovers if appropriate
- Only buy what they think will be required/buy as required (when appropriate)

(ii) Packaging waste

- Reduce, reuse, recycle
- Use biodegradable wrapping
- Use ingredients with less packaging
- Use containers for other uses
- Buy in Bulk

Q.8 (a) **Award 1 mark** for **each** correct answer **[2]**

Kitchen brigade

- No cooking to order so less hassle at service
- Lots of preparation can be done in the morning/prior to service
- Fewer kitchen staff needed therefore saves money/make more profit
- Fewer skills needed by chef
- Quicker as all cooked foods presented/served in bulk (bain marie, containers)
- Less individual dishes: hence less washing up (must be qualified)

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

Customers

- Can get food when they are ready
- Can choose foods they like/can see before they choose
- Can have the amounts of each items that they like
- Usually a choice of meats/fish/vegetarian options
- Wide choice of vegetables
- Less formal
- Pay in advance so can just get up and go when ready

(c) **Award 0-3 marks** for a limited answer that may resemble a list, or a basic response only linked to one/two areas. **[9]**

Award 4-6 marks for a good answer which identifies hygiene and safety points. Covering at least two areas. The answer may focus on personal hygiene or food safety.

Award 7-9 marks for a clearly explained answer where the candidate has discussed aspects of preparation, cooking **and** serving. It must be a balanced answer covering the three areas.

Answers may include:

(i) Preparing food

- Chef wearing
- Clean whites/uniform
- Hair tied back/covered/wearing hat
- Chef wearing gloves, clean hands/don't touch sweaty face with hands
- Colour coded chopping boards
- Food dates checked
- Foods stored in correct environment
- Raw meat stored in separate fridge or lowest shelf of fridge
- Sanitise surfaces before prepping
- Wash vegetables before use

(ii) Cooking food

- All cooked meat and gravies to have a core temp of 75°C
- No mixing of cooked and uncooked foods
- Cooked food to be kept in a hot environment before being place on the carvery

(iii) Serving food

- The core temp of the food should not fall below 63°C
- Use separate utensils for each meat/vegetable dish
- Use heat lights/bain marie to maintain hot held temp: 63°C
- Don't put new foods on top of older foods
- Clean up spillages
- Present in clean serving dishes and use clean serving tools

(d) **Award 0-2 marks** for a limited answer that may resemble a list. **[6]**

Award 3-4 marks for a good answer identifying how communication will help the reputation of the restaurant.

Award 5-6 marks for a clearly explained answer where the candidate shows clear understanding of the different types of communication and the impact this can have on the customer in relation to the restaurant's reputation.

Answers may include:

- Greet all customers with a smile/in a friendly way
- Explain how the carvery works (if they haven't been there before)
- Offer drinks/starters/desserts
- Check with chef/kitchen when customers can go up to carvery
- Inform bar staff of drinks required
- Inform kitchen staff of any special orders/starters/desserts
- Inform kitchen when carvery dishes are running low
- Inform kitchen staff/chef of any problems and get them resolved
- Clear tables promptly – customers not sitting at a messy table
- Ask customer if all is well and deal with any problems quickly
- Good reputation means return business
- Word of mouth will mean more business (accept negative responses or positive)

Communication needs to be clearly given and understood by all whether it is verbal, non-verbal or written. Customers can observe the communication and it will give them an impression. Good communication implies professionalism. Poor communication will lead to mistakes being made which could lead to quality/hygiene problems; the customer will lack confidence in the business and will not return.

Q.9 (a) **Award 1 mark for each piece** of large scale equipment identified **[2]**

Answers could include:

- Range/cooker/steam oven
- Grill/salamander/griddle
- Floor standing mixer/Hobart mixer
- Potato tumbler
- Fridge/freezer
- Microwave oven
- Hot cupboard
- Chiller display unit/salad bar counter
- Bain marie
- Soup kettle
- Deep fat fryer
- Dishwasher

(b) The answer must relate to the piece of equipment identified **[4]**

Award 0-1 mark for a very limited answer.

Award 2-3 marks for a **brief** answer that refers to the safe use **and** care of the equipment.

Award 4 marks for a **detailed** answer covering the safe use and care of the equipment.

- Ranges/large fridges & freezers installed by qualified fitter
- Portable equip – PAT tested
- Flexes not dangling/trailing
- Follow manufacturers' instructions/read instruction booklet
- Receive training to use the equipment
- Don't use electrical equipment with wet hands
- Ensure safety features are working
- Hot and cold equipment operating at the appropriate temps
- Appropriate cleaning carried out/schedules adhered to

Professional judgement to be used

(c) **Award 0-2 marks** for a limited answer that may resemble a list. **[8]**

Award 3-4 marks for a satisfactory answer that may be a list with a few basic explanations. It is likely to focus on just the equipment.

Award 5-6 marks for a clearly explained answer where the candidate has discussed some aspects of the equipment in relations to the needs of the chef and kitchen.

Award 7-8 marks for a very detailed explanation of equipment in relation to the needs of the restaurant. A number of well explained points given with clear examples.

Answers may include:

- Equipment costs
- How soon is it available/waiting time
- The size of the equipment/will it fit?
- Its' finish/stainless steel?
- How the equipment is to be used
- The frequency of use – is it needed **or** wanted; how much will it be used?
- School canteen cooking less so not so much equipment is needed
- Durability of the equipment/reliability of equipment/guarantee
- Technical support available/after sales service- support
- Maintenance contract available
- Training available for using the equipment
- Fuel source – gas/electric/induction/steam
- Built in thermostats/temp control
- Ease of cleaning
- Environmental rating/Energy efficiency
- School kitchens being franchised
- Cuts in education budgets will impact on purchasing power



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