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# **GCSE MARKING SCHEME**

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**SUMMER 2016**

**HOSPITALITY AND CATERING  
UNIT 2 - CATERING, FOOD AND THE CUSTOMER**

## **INTRODUCTION**

This marking scheme was used by WJEC for the 2016 examination. It was finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conference was held shortly after the paper was 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 conference was to ensure that the marking scheme was 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' conference, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about this marking scheme.

## Online marking

WJEC will be using a method of marking examination scripts known as e marker® for this paper. Under this system, candidates' scripts are scanned and then transmitted to examiners electronically via the internet. Examiners mark on-screen; marked responses and marks are then submitted electronically.

Whilst the basic principles remain unchanged, this method entails some important changes to the way the system operates when examiners mark on paper:

- Examiners do not mark complete scripts. Instead scripts are divided into segments by question (item), and are transmitted to examiners in this form. Therefore, each candidate's script will be marked by a number of different examiners.
- Examiners are required to complete an online standardising exercise. This involves the marking of a number of common candidate responses (roughly 30 of each item) which will be included in examiners' allocations at regular intervals during the process. Should marks given to these items fall outside the tolerance agreed by senior examiners on more than one occasion, examiners will be prevented from further marking of that item until the team leader has been able to resolve the issue.

In terms of technical requirements, examiners participating will need a personal computer running on Windows XP, Vista or Version 7 and a broadband internet connection. With an Apple Mac a Windows emulator is required.

For further details, please see the user guide available one marker® when you log on. Instructions on how to log on to the system and your username and password have been sent separately.

**GCSE HOSPITALITY AND CATERING**  
**UNIT 2 - CATERING, FOOD AND THE CUSTOMER**  
**SUMMER 2016 MARK SCHEME**

Q.1	<p><b>Award 1 mark for each</b> correct answer [3]</p> <p>(i) True  (ii) True  (iii) False</p>
Q.2	<p><b>Award 1 mark for each</b> correct answer [3]</p> <p>(i) D  (ii) B  (iii) A</p>
Q.3	<p><b>Award 1 mark for each</b> correct answer [3]</p> <p>(i) Blue  (ii) Yellow  (iii) Brown</p>
Q.4 (a)	<p><b>Award 1 mark for each</b> correct answer [2]</p> <p>(i) Vegetarian (Society)/suitable for vegetarians  (do not accept vegan)  (ii) Wheat free/gluten free/wheat intolerant/coeliac</p>
(b)	<p><b>Award one mark per point</b> [2]</p> <p>Answers could include:</p> <ul style="list-style-type: none"> <li>• Universal language to inform consumers/tells people with special dietary needs what they can and can't eat</li> <li>• Prevents people being ill/allergies</li> <li>• Quick visual reference point/see at a glance</li> <li>• Legal requirement</li> </ul> <p>For example –  So people know what they can and can't eat (1 mark)</p> <p>Symbols are used to inform people e.g. a coeliac needs to avoid wheat products to prevent them becoming ill (2 marks)</p> <p>NB: examples could be different to the logos e.g. lactose intolerant</p>

Q.5 (a)

**Award 1 mark for each** correct answer 3x1

[3]

Responses could relate to:

(i) **Knives**

- Must be kept sharp/don't use blunt knives
- Use the correct knife for the job
- Store in a knife block/chef roll/magnetic strip before and after use/do not leave on a work surface
- Must be washed individually not put into a bowl of washing up water
- Carried with the point downwards/flat against 'the thigh'
- Never catch a falling knife
- Knives must be dry when being used/no wet hands
- No running
- Use bridge or claw hold
- Don't hold by the blade
- Handles should be grease free

(ii) **Electric hand mixer**

- Hands must be dry when using mixer/plugging in
- Flex must not be split/broken
- Beaters must be locked in place
- Should be regularly PAT tested
- Keep flex away from hob/cooker/water
- Remove beaters to wash (don't put mixer in the water/under the tap)

(iii) **Gas Hobs**

- Have fitted/short sleeves/no trailing sleeves
- Don't have cloths hanging above the hob
- Don't leave pans of hot oil unattended
- Turn off after use
- Saucepan handles to be kept away from direct flame
- Make sure flame is correctly ignited
- Use appropriate flame size for the pan
- Keep flammable items away from the hob

NB: accept only once (for any item of equipment)

- Staff trained to use
- Hair tied back/hat etc.
- Good concentration

<p>(b)</p>	<p><b>Criteria marked</b> <span style="float: right;">[4]</span></p> <p><b>Award 0 marks for an incorrect response.</b></p> <p><b>Award 1-2 marks</b> for a basic answer where candidates have shown limited understanding of the actions a chef would take in the event of a fire. Answer may resemble a list.</p> <p><b>Award 3-4 marks</b> for an answer where candidates have described at least 2 actions showing understanding and explanation of the kitchen fire procedure.</p> <p>Answers could include points such as:</p> <ul style="list-style-type: none"> <li>• Stay calm</li> <li>• Raise the alarm</li> <li>• Close all windows</li> <li>• Turn off the equipment/extractor fans</li> <li>• Turn off gas/electric mains switches</li> <li>• Evacuate the kitchen by nearest point</li> <li>• Go to the assembly point</li> <li>• Take a register</li> <li>• Call the fire brigade</li> <li>• Use a fire extinguisher/fire blanket for a small fire</li> </ul>
<p>(c)</p>	<p><b>Criteria marked</b> <span style="float: right;">[6]</span></p> <p><b>Award 0 marks for an incorrect response.</b></p> <p><b>Award 1-2 marks</b> for a basic answer where candidates have shown limited understanding of what should be included in a fire safety plan. Response may be a list of actions.</p> <p><b>Award 3-4 marks</b> for a good answer where candidates have shown clear understanding of what should be included in a fire safety plan.</p> <p><b>Award 5-6 marks</b> for an excellent, comprehensive answer showing very clear understanding of what should be included in a fire safety plan and its application in a catering establishment.</p> <p>Responses could relate to:</p> <ul style="list-style-type: none"> <li>• Fire alarms checking procedures needs to be identified</li> <li>• Details on how to reduce the risk of fire – outbreak and spread</li> <li>• Identification of the means of safe escape/detailed evacuation plans/signage/fire doors</li> <li>• Identification of where the dedicated fire escape exits are and are usable at all times</li> <li>• Illustrations of how to prevent a fire</li> <li>• Identification of specific roles in the event of a fire/who the fire warden is</li> <li>• Process of the fire drills and why they are needed/calendar of checks etc.</li> <li>• Training procedure for staff – fire drills/evacuation/prevention</li> <li>• Evidence for servicing/checking fire extinguishers/doors/emergency lighting etc.</li> <li>• Show a dedicated meeting/assembly point</li> <li>• Identification of record keeping procedures</li> </ul>

<p>Q.6 (a)</p>	<p><b>Award 4 x 1 mark for each correct answer</b> [4]</p> <p>(i) Cheese baguette – accept any two from</p> <ul style="list-style-type: none"> <li>• wholemeal/granary/seeded/half and half: bread/baguette/bap/roll</li> <li>• coleslaw</li> <li>• salad</li> <li>• a <u>named</u> vegetable (for one mark only e.g. tomato and cucumber 1 mark)</li> </ul> <p>(ii) Brownie – accept any two from: add</p> <ul style="list-style-type: none"> <li>• nuts</li> <li>• oats</li> <li>• fruit</li> <li>• wholemeal flour</li> <li>• vegetables e.g. beetroot, carrot</li> </ul> <p>Accept dry/fresh versions of fruit</p> <p>Only accept one of each classification e.g. 1 fruit, 1 nut, 1 vegetable etc.</p> <p>Do not accept use brown flour</p>
<p>(b)</p>	<p><b>Criteria marked</b> [6]</p> <p><b>Award 0 marks for an incorrect response.</b></p> <p><b>Award 1-2 marks</b> for a basic answer where candidates have shown limited understanding of the functions of dietary fibre in the diet.</p> <p><b>Award 3-4 marks</b> for a good answer where candidates have shown good understanding of the functions of dietary fibre in the diet.</p> <p><b>Award 5-6 marks</b> for an excellent answer with clear understanding of the functions of dietary fibre in the diet (3 points explained).</p> <ul style="list-style-type: none"> <li>• Prevents constipation/regulates bowels/easy and speedy removal of waste</li> <li>• Makes the waste soft/bulky</li> <li>• Improves bowel health</li> <li>• Reduce the risk of diverticular disease/bowel cancer/haemorrhoids/prolapsed bowels</li> <li>• Regulates blood glucose</li> <li>• Reduces blood cholesterol levels</li> <li>• Reduce the risk of heart disease</li> <li>• Keeps you feeling full up for longer so prevents over eating/obesity</li> <li>• Helps detoxification, removes toxins</li> <li>• Aids/helps the digestive system</li> <li>• Absorbs/Sucks up waste</li> <li>• Keeps digestive system healthy – the bowel is (sort of) part of the digestive system so accept</li> </ul>

Q.7

**Award 1 mark** for each correct hazard.

[8]

**Award 1 mark** for each correct prevention of the stated hazard.

	Hazard	Prevention
<b>Storage</b>	<ul style="list-style-type: none"> <li>• Growth of food poisoning bacteria</li> <li>• Pests</li> <li>• Food going off/out of date</li> <li>• Food kept in danger zone</li> <li>• Cross contamination*</li> </ul>	<ul style="list-style-type: none"> <li>• Correct temperatures</li> <li>• Food wrapped and labelled</li> <li>• Food stored in air tight containers</li> <li>• Ambient foods stored on shelving in sealed packs</li> <li>• Check food dates/stock rotate</li> <li>• Store chicken bottom of the fridge/different fridge</li> </ul>
<b>Preparing</b>	<ul style="list-style-type: none"> <li>• Food left in danger zone</li> <li>• Food being prepared too soon</li> <li>• Food not covered</li> <li>• Poor personal hygiene of staff</li> <li>• Cross contamination errors*</li> </ul>	<ul style="list-style-type: none"> <li>• High risk foods left in fridge until required</li> <li>• "Prepped food" covered and chilled immediately</li> <li>• Good personal hygiene</li> <li>• Use clean/sanitised surfaces and equipment</li> <li>• Keep raw and cooked foods separate</li> <li>• Use colour coded boards</li> </ul>
<b>Cooking</b>	<ul style="list-style-type: none"> <li>• Food poisoning bacteria survive cooking</li> <li>• Core temperature not met/ chicken is pink/undercooked</li> <li>• Pests and foreign objects in foods</li> <li>• Cross contamination errors*</li> </ul>	<ul style="list-style-type: none"> <li>• Core temp 75°C</li> <li>• Cooked food only reheated once</li> <li>• Cooked food covered – lids, containers, foil, cling/film</li> <li>• Chicken should be white all the way through</li> <li>• Use a meat probe</li> </ul>
<b>Serving</b>	<ul style="list-style-type: none"> <li>• Food poisoning bacteria allowed to grow</li> <li>• Food not kept/stored at correct temperature/ time/hot holding</li> <li>• Poor personal hygiene</li> <li>• Cross contamination errors*</li> <li>• Dirty plates/serving utensils</li> </ul>	<ul style="list-style-type: none"> <li>• Keep all food at the correct temp – cold food in the fridge 5°C, hot held food 63°C+</li> <li>• Clean serving utensils</li> <li>• Clean hands/good personal hygiene of staff</li> <li>• Adhere to the hot holding serving rule</li> </ul>

\*without explanation/an example only accept **cross contamination** once

\*without explanation/an example only accept **temperature** once

\*without explanation/an example only accept **personal hygiene** once

Accept any other appropriate response for prevention as long as it matches the hazard.

NB: If the prevention does not match the hazard **award no marks for prevention.**



<p>Q.8 (a)</p>	<p><b>Award 1 mark for each</b> correct answer. [2]</p> <p>Responses could include any two from:</p> <p>(i) <b>Visible fats</b> – butter, lard, margarine, suet, oils, fat <b>on</b> meat such as bacon, mince, pork chop, steak (not just beef, lamb)</p> <p>(ii) <b>Invisible fats</b> – cakes, biscuits, pastries, ice cream, burgers, sausages, cheese, cream, pate, mayonnaise, crisps/chips, oily fish, full fat/semi skimmed milk, nuts, avocado, egg, yoghurt, chocolate</p> <p>Accept any appropriate response.</p>
<p>(b)</p>	<p><b>Criteria marked</b> [8]</p> <p><b>Award 0 marks for an incorrect response.</b></p> <p><b>Award 1-2 marks</b> for a basic answer where candidates have shown limited understanding ways in which the chef can reduce the fat content of some of the dishes she prepares and cooks.</p> <p>Answer may resemble a list.</p> <p><b>Award 3-4 marks</b> for an acceptable answer where candidates have shown some understanding of how the chef can reduce the fat content of dishes she prepares and cooks.</p> <p><b>Award 5-6 marks</b> for a very good answer where the candidates have shown clear understanding of ways in which the chef can reduce the fat content of some of the dishes she prepares and cooks.</p> <p><b>Award 7-8 marks</b> for an excellent answer where candidates have shown very clear understanding of ways in which the chef can reduce the fat content of some of the dishes she prepares and cooks.</p> <p>To award the top band, reference must be made to at least <b>two</b> sections below and dishes should be named as examples.</p> <p>(i) <b>Preparation</b></p> <ul style="list-style-type: none"> <li>• Quark/fromage frais/crème freche instead of cream, etc.</li> <li>• Use reduced-fat milk in recipes</li> <li>• Lower fat versions of cheese, yoghurt, fats</li> <li>• Use Fry light instead of standard cooking oil</li> </ul> <p>(ii) <b>Changing of ingredients</b></p> <ul style="list-style-type: none"> <li>• Low-fat/half-fat butter/margarine</li> <li>• Use lean meat</li> <li>• Incorporate myoproteins</li> </ul> <p>(iii) <b>Methods of cooking</b></p> <ul style="list-style-type: none"> <li>• Water based – boiling, simmering, poaching, stewing, braising, pressure cooking</li> <li>• Baking – uses dry oven heat with many foods not needing added fat for cooking (convection)</li> <li>• Baked jacket potatoes – fat not added; many baked products already have fat in them such as cakes, biscuits and pastry. Fat free sponges to make fat free cakes</li> <li>• Grilling – radiant heat that cooks many high fat foods. The heat of the grill melts the fat out of the food, e.g. burgers, sausages, steak, bacon, gammon steaks</li> <li>• Dry frying – high fat foods cooked on a hot griddle/frying pan with no added fat (conduction). The high temperature of the pan melts the fat out of the food – sausages, bacon, gammon steak, steak, burgers.</li> </ul>

(b) (cont.)	<p><b>Other ways to reduce fat content:</b></p> <ul style="list-style-type: none"> <li>• Trim visible fat off meat</li> <li>• Don't seal meat for casseroles/fry veg for soups before cooking</li> <li>• Fry vegetables for soups before cooking</li> <li>• Drain off fat during cooking</li> </ul>
Q.9 (a)	<p><b>Award 1 mark</b> for a correct type of service [1]</p> <ul style="list-style-type: none"> <li>• Waited service</li> <li>• Plate service</li> <li>• Buffet service (hot or cold) self service</li> <li>• Carvery service</li> <li>• Silver service</li> </ul>
(b)	<p>(i) <b>Award 1 mark</b> for a correct benefit to the <b>caterer</b> [1]</p> <ul style="list-style-type: none"> <li>• <b>Waited service/silver service</b> – Lots of people served quickly, the wait staff will be responsible for a group of tables and offering personal service</li> <li>• <b>Plate service</b> – All meals are portion controlled, all plates of food will look the same</li> <li>• <b>Buffet service</b> – all food can be prepared in advance, reduced levels of waste, customers help themselves so fewer complaints, fewer staff required, chefs do not need to cook to order</li> <li>• <b>Carvery service</b> – quicker, control portions more easily, less staff involved</li> <li>• <b>Family service</b> – quicker, less staff involved, less skilled staff, aids portion control, less waste</li> </ul> <p>(ii) <b>Award 1 mark</b> for a correct benefit to the <b>customer</b> [1]</p> <ul style="list-style-type: none"> <li>• <b>Waited service/silver service</b> – customer enjoys the personal service, they don't have to worry about serving themselves/dropping food over the table, feels more luxurious especially if it is silver served/can choose what you do and do not want</li> <li>• <b>Plate service</b> – fairness – everyone receives the same amount of food, quicker</li> <li>• <b>Buffet service</b> – a quicker method of service so no waiting, can choose food items according to preference, large choice of food items available, can eat as much as you want</li> <li>• <b>Carvery service</b> – quicker, help themselves and choice of what they want and how much</li> <li>• <b>Family service</b>- quicker, help themselves and choice of what they want and how much, don't have to move</li> </ul> <p><b>NB: Responses can be mix and match as quite a lot of overlap</b></p>

(c)

**Criteria marked**

[8]

**Award 0 marks for an incorrect response**

**Award 1-2 marks** for a basic answer where candidates have shown limited understanding of points to be considered when menu planning for **the prom**. It may resemble a list of dishes

**Award 3-4 marks** for a satisfactory answer where candidates have shown some understanding of points to be considered when planning a menu for **the prom**

**Award 5-6 marks** for a good answer where the candidates have shown some understanding of points to be considered when planning on menu for **the prom** with some examples of dishes.

**Award 7-8 marks** for an excellent answer where the candidates have shown clear understanding of the points to be considered when planning the **prom menu**. The response will be balanced – making references to a number of points listed below, including colour, flavour, taste and texture.

**For 8 marks response must be** supported by at least 1 example of a dish to exemplify a point.

- Finger food or does it need cutlery?
- The temperature of the food – hot or cold
- Ratio of savoury and sweet dishes
- Vegetarian/Religion/special dietary needs dishes
- Nutritionally balanced – reference to nutrients, eatwell guide/plate
- Colour, texture and balanced flavours
- Seasonality of fresh ingredients/availability
- Equipment available
- Skills of the chefs/how many chefs will be needed
- Cost/planned profit
- Plates, cutlery and glasses – use disposable varieties or china/metal?
- Number of courses
- Theme required (decorations)
- Age of customers at the prom (students and teachers)
- Not too heavy as they will want to be dancing
- Easy to eat to avoid spills etc. on prom dresses
- Ease of portion control
- Ease of serving/number of staff needed
- Number of people
- Current trends in food choice

Accept any appropriate response.

	<p>(ii) <b>Criteria marked</b> [6]</p> <p><b>Award 0 marks for an incorrect response</b></p> <p><b>Award 1-2 marks</b> a basic answer where candidates have shown limited understanding of points to be considered when presenting and serving the food. may resemble a list.</p> <p><b>Award 3-4 marks</b> for an adequate answer where candidates have shown some understanding of points to be considered when presenting and serving the food. Some good examples will be given.</p> <p><b>Award 5-6 marks</b> for a good answer where candidates have shown good understanding of points to be considered when presenting and serving the food. The answers will be clearly explained giving appropriate examples.</p> <p><b>Presenting and serving the food</b></p> <ul style="list-style-type: none"> <li>• Sweet dishes separate to savoury dishes</li> <li>• Clear portion control</li> <li>• Plates not over filled</li> <li>• Range of colourful foods/decorations/garnishes</li> <li>• Range of food textures</li> <li>• Accompaniments for dishes – sauces, dips,</li> <li>• Shaped plates/platters/boards/matching plates</li> <li>• Foods stacked, in towers</li> <li>• Food at the correct temperature: hot food above 63°C, chilled 5°C,</li> <li>• Food pre-portioned/pre-cut/plated</li> <li>• Hot food on hot plates/cold food cold plates</li> <li>• Serving utensils for each dish</li> <li>• Staff required to serve the food or to serve the meat/fish</li> <li>• Staff need good personal hygiene</li> <li>• Staff have knowledge of the menu (allergies etc.)</li> <li>• Labelled dishes to highlight allergies/intolerances</li> <li>• Topped up as required/kept looking fresh/appetising</li> </ul> <p>Accept any appropriate response.</p>
<p>(d)</p>	<p><b>Award 1 mark</b> for each correct response [4]</p> <ul style="list-style-type: none"> <li>• Clear knowledge of overheads</li> <li>• Accurate food costs</li> <li>• Accurate food purchases/don't over stock/only restock when needed</li> <li>• Use a standard recipe</li> <li>• Accurate portion control</li> <li>• Limited food wastage</li> <li>• Correct staffing levels</li> <li>• Accurate 'selling' cost/cost of the ticket</li> <li>• Buy in bulk</li> <li>• Use unbranded/cheaper ingredients as long as does not compromise quality</li> <li>• Use deals to up sell</li> <li>• Use seasonal foods as better value</li> <li>• Consider saleability of foods</li> </ul> <p>Responses can be credited if generic to profit or related to the prom.</p>

(e) **Criteria marked**

[5]

**Award 0 marks for an incorrect response.**

**Award 1-2 marks** for a very basic answer showing how to reduce the carbon footprint. May resemble a list.

**Award 3-4 marks** for an answer that shows the candidate has some understanding showing how to reduce the carbon footprint.

Maximum **3 marks** if all responses are linked to Housekeeping issues.

**Award 5 marks** for an excellent answer where the candidate clearly understands the issue of how to reduce the carbon footprint. Examples and explanations given.

- Install solar panels/wind generator
- Have energy efficient electrical equipment/hand driers/lightbulbs
- Compost F&V peelings
- Don't use individually wrapped sugar, milk, sauces
- Use locally grown/produced foods
- Use seasonal fruits and vegetables
- Rechauffe cookery
- 3 Rs, 6 Rs
- Portion control
- Only use machines e.g. dishwashers, washing machines when full
- Hob size to pan size, lids on saucepans
- Cook food to order
- Don't use disposable dishes, cutlery, etc.
- Buy more food in bulk, less packaging etc.
- Send waste to a **licensed farmer**

This is not exhaustive.

NB: Accept any suitable response in relation to reduce, reuse, recycle in the kitchen, restaurant or in housekeeping as the context is an HOTEL.

However greater emphasis should be on the kitchen/restaurant.