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 $1\frac{1}{4}$ hours

Suitable for Modified Language Candidates

For Examine	er'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.

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.

[3]

Answer all questions.

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 be

3.

(iv)

		Garnish	Coulis	Sauté	Au Gratin	Croutons	
(i)			cubes of	bread that	t are fried.		
(ii)			served a	s part of th	ne main item,	trimmings.	
(iii)			sauce m	ade from a	fruit or vegeta	able purée.	
State	four per	sonal hygiene	e rules tha	t all kitche	en staff must fo	ollow.	[4
(i)							
(ii)							
(iii)							

4.

Grill	ling 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 before grilling.	[2]
	(i)	
	(ii)	
(c)	State three safety rules to follow when grilling food.	[3]
	(i)	
	(ii)	
	(iii)	

[4]

5. (a) Complete the chart below.

(i)	Name of equipment
	Benefit to a caterer
(ii)	Name of equipment
	Benefit to a caterer
43	

(b)	State two safety points to follow when using electrical equipment.	[2]
	(i)	
	(ii)	
(c)	List what kitchen staff would need to do if a small deep fat fryer caught fire.	[4]
•••••		
•••••		
••••••		

[4]

(()	Camaralata 41a a ra	41 J C	1			
b.	(a)	Complete the n	nethod for n	naking a s	savoury Han	using the	words below.
~ •	(00)	Compiete the				0,01119	

set fat fold dough beat flavour

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

 \downarrow

1

Line the dish with rolled out pastry, add filling.

↓

..... the eggs and milk together.



Season with salt and pepper.



(b) Name two other types of pastry.

[2]

4732 010005

- (i)
- (ii)

© WJEC CBAC Ltd. (4732-01) Turn over.

	A customer complains to a member of the wait staff that his steak requested.	is not cooked
	How should the wait staff deal with this complaint.	
•••••		
•••••		
•••••		
(b)	Discuss the need for effective communication between kitchen and res	taurant staff.
, ,		
•••••		
•••••		
• • • • • • • • • • • • • • • • • • • •		

(c)	Explain how ICT can promote effective communication within the catering industry. [6
•••••	
•••••	
•••••	
•••••	
•••••	
•••••	
•••••	
•••••	

(a)	How could the manager find out what the workers think of the current menu? Sugges two ways.		
	(i)		
	(ii)		
	Below is a typical day's set menu in the canteen.		
	Starter Cream of chicken soup, roll and butter		
	Main course Beef casserole, dumplings, mashed potatoes, and peas		
	Dessert Chocolate fudge pudding with chocolate sauce		
(b)	State three reasons why customers may not be using the canteen.	[3	
	(i)		
	(ii)		
	(iii)		

(c)	How could the lunch menu be changed to meet healthy eating guidelines and changeustomers' needs?	ging [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)	

(a)	Name the three groups of fish.
	(i)
	(ii)
	(iii)
(b)	The fish order includes a variety of fresh and frozen fish. It is your responsibilities follow the Hazard and Analysis Critical Control Point system you have in place.
	State the <u>hazards</u> for handling these products at each of the following stages. Ex what action you would take to make these hazards safe.
	 (i) accepting the delivery, (ii) storing the fish, (iii) cooking and serving fish dishes.
	(i) accepting the delivery

(ii)	storing the fish	Examiner only
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
• • • • • • • • • •		

Turn over for part (b) (iii)

(iii)	cooking and serving fish dishes	Examiner only
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		
•••••		

END OF PAPER