



GCSE MARKING SCHEME

JANUARY 2016

**HOSPITALITY AND CATERING – UNIT 2
4732/02**

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.

HOSPITALITY AND CATERING – UNIT 2
CATERING, FOOD AND THE CUSTOMER
MARK SCHEME JANUARY 2016

1.	Award 1 mark for each correct answer. True False True	[3]
2.	Award 1 mark for each correct answer. (i) D (ii) B (iii) C	[3]
3.	Award 1 mark for each correct answer. (i) Air/eggs (ii) Yeast (iii) Steam	[3]
4.	Award 1 mark for each correct answer. (i) Conduction (ii) Convection (iii) Radiation	[3]

5. (a) **Award 0-2 marks** for a basic answer. One healthy eating rule/nutrient identified in a list of dishes. [6]

Award 3-4 marks for an answer where 2 healthy eating rules/nutrients have been used in the meal **and** an attempt to explain **why** the nutrients should be reduced.

Award 5-6 marks for an answer that clearly identifies a balanced meal showing clear understanding of the need to reduce fat/sugar/salt and increase fibre. 3 to be discussed to gain top marks.

2 marks maximum for a list of dishes

4 marks maximum if only one course is discussed

6 marks for 2 courses, 3 nutrients and 1 health issue

Professional judgement to be used with regard to the choice of dishes, however, each dish must clearly illustrate one of the following:

- Low/reduce fat
- Reduced sugar
- Reduce salt
- Increase fibre
- Increase fruit and vegetables - 5 a day
- Follow Eatwell plate
- Change method of cooking
- Cook from scratch not using convenient food
- Monitoring feedback/sales/checking what customers want

6. (a) **Award 1 mark** for a correct answer. [4]

- HBV protein/Growth and repair, cell maintenance, building muscle, energy
- Iron/prevent anaemia, formation of red blood cells
- Vitamin B12/helps iron work in the body, works with folic acid, maintaining healthy nerve cells,
- Fat/warmth, insulation, energy, helps hormone production

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

- Stewing steak
- Braising steak
- Chuck/blade steak
- Shin of beef
- Skirt/flank
- Breast of lamb
- Belly pork
- Neck of lamb
- Pork shoulder

(c) **Award 0-2 marks** for a basic answer where candidates have shown limited understanding of tough cuts of meat – may just be a list of dishes. [6]

Award 3-4 marks for a good answer where candidates have shown some understanding of the use of tough cuts of meat - may be a simple explanation and examples of dishes.

Award 5-6 marks for an excellent answer showing clear understanding of the issues involved with using tough cuts of meat and a range of examples of their use.

- The dishes stated must be those using tough cuts from any animal
- Named cuts
- Long, slow cooking/slow cookers
- Moist methods/simmering/braising
- Tough muscle fibres that need softening
- These cuts come from well used muscles – legs, abdomen, shoulders
- Use of 'acids' to soften the fibres – tomatoes, lemon juice
- Named casseroles/stews/pie fillings
- The dishes can be prepared and cooked the day before/dishes improve if cooked in advance
- Marinating
- Cut meat into smaller pieces
- Using a steak mallet or similar

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

- Identify what is to be cleaned e.g. work services/floors/equipment
- Who is to clean it?
- When should it be cleaned? – daily/weekly/monthly
- How should it be cleaned?
- The time allowed to complete the cleaning job
- Special equipment/chemicals needed for the cleaning
- Special clothing – goggles/gloves/aprons/wellie boots
- Signed record/log of the completed job

(b) **Award 1 mark** for the correct answer. [1]

- First In First Out

(c) **Award 0-2 mark** for a basic answer showing limited understanding of the need for FIFO. [6]

Award 3-4 marks for a good answer showing some understanding of the need for FIFO.

Award 5-6 marks for a comprehensive answer showing clear understanding of the need for FIFO.

- High risk that old food/out of date food will be used
- Stale food may be used
- Risk of food poisoning customers
- Fines imposed/financial penalties risking profitability of the business
- Business closed down/leading to unemployment of staff
- Loss of reputation

Credit reference to food hygiene issues even if there is no reference to FIFO.

7. (d) **Award 0-3 marks** for a basic answer where candidates have shown limited understanding of the benefits of record keeping. [8]

Award 4-6 marks for a good answer where candidates have shown clear understanding of the benefits of record keeping.

Award 7-8 marks for an excellent answer showing clearly the benefits of record keeping.

- The records illustrate where hazards are not being managed safely
- They can be used as part of the training programme – to educate the staff
- To record the staff training sessions – meeting regulations
- To ensure there are enough staff on duty
- It can help staff manage the stock to ensure sufficient stock is available
- To prevent out of date stock being available
- To show when equipment needs maintenance checks/PAT testing
- Shows records of fridge/freezer temps
- Keeping record of popular dishes
- Evidence needed for EHO inspection
- Accident records/First aid treatments
- Cleaning records

8. (a) **Award 1 mark** for each correct answer. [4]

Allow 'protects from contamination' and 'recycling/stacking' once only.

(i) Pizza	<ul style="list-style-type: none"> • Paper board box • Polystyrene container • Cardboard box 	<ul style="list-style-type: none"> • Stops pizza from spilling out • Transported/ carried easily • Helps keep food hot/insulates • Lightweight • Absorbs grease • Stacks easy • Can be recycled
(ii) Beef curry & rice	<ul style="list-style-type: none"> • Foil tray with lid • Plastic container 	<ul style="list-style-type: none"> • Stop spillages/ leak proof • Keeps the heat in • Protects from contamination • Foil can be recycled • Stacks easy

Examples given must reflect 'take away' containers – not ready meals packaging.

8. (b) **Award 1 mark** for each correct answer. [3]

- Storage of packaging/how much space does it take up
- The weight of the packaging/needs to be light
- The cost of the packaging
- Is it recyclable/biodegradable?
- Can the business name be printed on the packaging?
- What food is to be packaged
- Does the packaging keep the 'food hot'/flat – maintains 'quality' – fit for purpose

(c) **Award 0-3 marks** for a basic answer where candidates have shown limited understanding of how a business can reduce its total waste - the focus may be on one type of waste or it may just be a list. [9]

Award 4-7 marks for a good answer where candidates have shown clear understanding of how a business can reduce its total waste. 2 types of waste must be referred to.

Award 8-9 marks for an excellent answer of how a business can reduce its total waste. To access the top band marks the candidates must have a **balanced answer** making reference to **packaging, food waste AND non-food waste**.

Packaging

- Order only what is needed for the immediate future/just in time
- Have regular small deliveries rather than one large delivery
- Use appropriate packaging – correct packaging for the food
- Use packaging that is multi-purpose – suits more than one food
- All packaging can be biodegraded/recycled
- Buy packaging made from recycled products
- Buy food in bulk
- Buy non pre-packaged items

Food Waste

- Only cook what is needed for that day
- Cook to order
- Good portion control
- Freeze left over food
- Label/date frozen foods
- Turn left overs into a different dish e.g. bread pudding
- Compost F&V trimmings/left overs
- Have a cooked food composter

Non-food waste

- Minimise the use of kitchen paper towel, cling film, foil
- Recycle used foil/paper/cling film
- Use reusable plastic containers to store foods
- Use metal cutlery/china plates rather than disposable plastic/paper ware

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

- The date of the lunch/season time/time of the year
- Time of arrival
- The number of people attending
- The budget available
- Special dietary needs
- Hot/cold buffet
- Fork or finger buffet
- The venue
- What cooking/serving facilities available
- Theme
- Any preferences
- Age groups attending/children
- Will drinks service be required alcoholic/hot/cold etc.

(b) **Award 0-3 marks** for a basic answer where candidates have shown limited understanding of food safety – may be a list of points. [8]

Award 4-6 marks for a good answer where candidates have shown good understanding of food safety – need to reference a food safety temperature.

Award 7-8 marks for an excellent answer showing clear understanding of food safety prepared/cooked off site, transportation risks and storage/service at the venue There must be a balanced response to access the full marks.

- Food sourced from a reputable supplier
- All food handlers fully trained
- Ambient foods in sealed containers
- Cold/chilled foods to be kept 5c
- Frozen foods at -18c
- All cooked foods – 75c core
- Reheated foods at venue – 72c
- All foods to be in sealed containers/wrapped in foil/covered in cling during transportation
- Vehicle's chiller/freezer unit temp recorded 5c/-18c
- Vehicle storage area to be cleaned after each use
- Food in the danger zone for minimal time/limit time in danger zone
- The venue's kitchen to be sanitised before use
- Check fridge/freezer temps at the venue

9. (c) **Award 0-2 marks** for a basic answer where candidates have shown limited understanding of how good presentation enhances a buffet display - may be a list. [6]

Award 3-4 marks for a good answer where candidates have shown good understanding of how good presentation enhances a buffet display - some examples should be given.

Award 5-6 marks for an excellent answer showing clear understanding of how good presentation enhances a buffet display. There must be a balanced response to access the full marks.

- Plates, bowls and platters must be clean
- Plates, bowls and platters must be arranged neatly
- Use stands to give plates height
- All food to be neatly portioned
- All food to have correct utensils e.g. pie slice for quiche, large spoon for rice salad, tongs for meat slices/lettuce
- Clear labelling for all food
- Dishes arranged in groups e.g. all salads together, all meats/fish together
- Sweet and savoury foods separate
- Staff tidy and replenish dishes frequently to keep standard of presentation high
- Good use of colour in all dishes – either a colourful dish e.g. mixed pepper salad or use garnishes such as lemon slices, tomato lilies/wedges, chopped parsley
- A range of textures across the ‘meal’ e.g. crunchy green salad, smooth pate, tender sliced beef, creamy mousse, crisp pastry tarts

Some credit may be given to reference to items that support presentation of the food e.g. shapes of plates, flags, flowers, table cloths etc.