

Examiners' Report/  
Lead Examiner Feedback

**June 2016**

NQF BTEC Level 1/Level 2 Firsts in  
**Hospitality**

Unit 9: How the Hospitality Industry  
Contributes to Healthy Lifestyles  
(21617E)

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## Grade Boundaries

### What is a grade boundary?

A grade boundary is where we set the level of achievement required to obtain a certain grade for the externally assessed unit. We set grade boundaries for each grade (Distinction, Merit, Pass and Level 1 fallback).

### Setting grade boundaries

When we set grade boundaries, we look at the performance of every learner who took the assessment. When we can see the full picture of performance, our experts are then able to decide where best to place the grade boundaries – this means that they decide what the lowest possible mark should be for a particular grade.

When our experts set the grade boundaries, they make sure that learners receive grades which reflect their ability. Awarding grade boundaries is conducted to ensure learners achieve the grade they deserve to achieve, irrespective of variation in the external assessment.

### Variations in external assessments

Each test we set asks different questions and may assess different parts of the unit content outlined in the specification. It would be unfair to learners if we set the same grade boundaries for each test, because then it wouldn't take into account that a test might be slightly easier or more difficult than any other.

Grade boundaries for this, and all other papers, can be found on the website on this link:

<http://www.edexcel.com/iwantto/Pages/grade-boundaries.aspx>

## Unit 9: Introducing the Hospitality Industry Contributes to Healthy Lifestyles June 2016

Grade	Unclassified	Level 1 Pass	Level 2		
			Pass	Merit	Distinction
Boundary Mark	0	16	24	32	40

## **Introduction**

This report has been written by the lead examiner for the BTEC unit 9: How the Hospitality Industry Contributes to Healthy Lifestyles.

It is designed to help you understand how learners performed overall in the external assessment. For each question, there is a brief analysis of learner responses. You will also find example learner answers where these help to provide additional guidance as to indicative responses.

We hope this will help you to prepare your learners for future papers.

## Summary

This was the fifth examination series for BTEC Next Generation Hospitality. Overall, most learners attempted the majority of questions and they applied themselves very well to the range of questions being asked of them. This demonstrated good knowledge and understanding of How the Hospitality Industry Contributes to Healthy Lifestyles.

Learners appeared to be challenged, especially on the longer extended answer questions towards the end of the paper where learners should be able to provide reasoned and detailed justified answers. Good justification was given in some cases and learner's demonstration of knowledge, understanding and gathering of detailed information was detailed.

Learners can obtain marks on extended questions through demonstrating their knowledge and understanding of the unit content being assessed by expanding on the knowledge gained through recap, reflection and evaluation. The learners that did well on the extended writing questions did so by applying their knowledge and understanding to the given context or scenario where answers demonstrated their ability to synthesise knowledge.

There was a distinct difference between the learners who were able to respond to the higher demand questions through giving points and then linking their answer to the context of the question and those who could not. This is particularly important where questions ask learners to "explain" something where two marks are possible for each part of the answer and learners only listed points with no expansion

The extended answer question overall at the end of the paper was answered well by a number of learners however some learners listed a response and did not expand on this demonstrating their lack of knowledge and understanding of the unit content being assessed. Also, they did not fully understand the command verbs used to determine what is required for the response.

Teachers should encourage learners to look at the level based grid in the mark scheme in preparation for these extension questions to enable learners to develop their exam technique through appropriate practice examinations. This may help to avoid common errors, such as the repeat of given examples and misreading command verbs in the extended answer questions. Some consideration and possibly the noting down of key points prior to writing the answer would be beneficial if learners have difficulty in structuring an extended writing answer. This may assist them to apply their knowledge and understanding to the given command verb and to develop their answers.

There are still elements of the specification that have not been covered well or retained by some learners. Teachers are reminded that the entire specification is in the range for this external assessment so all learning aims have to be taught. Learners need to have studied each aspect of the unit before taking this paper.

**Q01**

**Targeted Specification Area: Learning Aim A.2**

This question was answered well, with majority learners being able to give two other types of food that are good sources of carbohydrate, as detailed below:

2 marks awarded

**1** Pasta is a type of food that is a good source of carbohydrate.

Give **two** other types of food that are good sources of carbohydrate.

1 Bread

2 Rice

2 marks awarded

**1** Pasta is a type of food that is a good source of carbohydrate.

Give **two** other types of food that are good sources of carbohydrate.

1 peas

2 Bread

Although it was a simple recall question from a part of the specification, there was some confusion amongst learners as they often gave answers relating to other food types as detailed below:

1 mark awarded

**1** Pasta is a type of food that is a good source of carbohydrate.

Give **two** other types of food that are good sources of carbohydrate.

1 Bread

2 meat

1 mark awarded

1 Pasta is a type of food that is a good source of carbohydrate.

Give **two** other types of food that are good sources of carbohydrate.

1 Bread

2 fish

1 mark awarded

1 Pasta is a type of food that is a good source of carbohydrate.

Give **two** other types of food that are good sources of carbohydrate.

1 Rice

2 Fruits.

**Q02**

**Targeted Specification Area: Learning Aim A.1**

This question was accessible to learners. Majority learners were able to gain one of the two marks available when asked to give two ways how leading a healthy lifestyle can benefit you. It again was recall from the specification. The most popular answer was to lengthen lifespan.

Learners frequently responded with answers associated with how rest and relaxation contribute to a healthy lifestyle, mainly stress as shown below:

1 mark awarded

2 Give **two** ways how leading a healthy lifestyle can benefit you.

1 It will be easier to lose weight

2 Less stress, so you can be happier.

This question was generally well answered as the requirement for learners to understand the importance of a healthy lifestyle has become well established in centres.

An example of two responses that gained the full two marks for stating the two ways:

2 marks awarded

2 Give **two** ways how leading a healthy lifestyle can benefit you.

1 You will be healthy so less chance of illnesses.

2 You will live longer because you are healthy.

2 marks awarded

2 Give **two** ways how leading a healthy lifestyle can benefit you.

1 It reduces the risk of developing illnesses such as heart disease.

2 Leading a healthy lifestyle increases life expectancy.

**Q03**

**Targeted Specification Area: Learning Aim A.1**

This question was accessible to learners as it was recall from the specification. The majority of learners were able to identify and explain at least one way how rest and relaxation contributed to a healthy lifestyle, with few learners identifying two as shown below:

2 marks awarded

3 Bill and Mary own a restaurant. In the busy summer season they work seven days a week. At the end of the summer they always close the restaurant for three weeks and go on holiday for rest and relaxation.

Give **two** ways how rest and relaxation contribute to a healthy lifestyle.

1 Lowers stress levels.

2 Lowers blood pressure.



2 marks awarded

- 3** Bill and Mary own a restaurant. In the busy summer season they work seven days a week. At the end of the summer they always close the restaurant for three weeks and go on holiday for rest and relaxation.

Give **two** ways how rest and relaxation contribute to a healthy lifestyle.

1 Helps with the immune system

2 Reduces levels of stress.

Learners frequently responded with 'having a break from work' or by referring to eating healthier, as in the following example:

1 mark awarded

- 3** Bill and Mary own a restaurant. In the busy summer season they work seven days a week. At the end of the summer they always close the restaurant for three weeks and go on holiday for rest and relaxation.

Give **two** ways how rest and relaxation contribute to a healthy lifestyle.

1 Relieve stress

2 Break away from work

0 marks awarded

- 3** Bill and Mary own a restaurant. In the busy summer season they work seven days a week. At the end of the summer they always close the restaurant for three weeks and go on holiday for rest and relaxation.

Give **two** ways how rest and relaxation contribute to a healthy lifestyle.

1 do exercise

2 eat healthy

0 marks awarded

- 3 Bill and Mary own a restaurant. In the busy summer season they work seven days a week. At the end of the summer they always close the restaurant for three weeks and go on holiday for rest and relaxation.

Give **two** ways how rest and relaxation contribute to a healthy lifestyle.

- 1 Helps to maintain your weight, not adding weight
- 2 Helps with personal presentation with not having baggy tired eyes

Q04a

Targeted Specification Area: Learning Aim A.1

This question was multiple choice and proved accessible to the majority of learners where they were required and able to identify one way that Julie can help the residents in the care home to have a healthy weight by recalling from a part of the specification gaining the one mark.

- 4 Julie is a chef in a care home. She wants the elderly residents in the care home to have a healthy weight and to be able to do activities to improve their health.
- (a) Identify **one** way that Julie can help the residents in the care home to have a healthy weight.
- A Monitoring portion size
  - B Using locally sourced foods
  - C Buying from authorised suppliers
  - D Monitoring waste

Q04b

Targeted Specification Area: Learning Aim B.1

Within this question learners were required to give two different types of activity the care home could offer residents to help improve their health. This item proved to be a challenge for learners with some only gaining one of the two marks available. Many answers focused on the food items and healthy dishes rather than types of activities as detailed below:

0 marks awarded

(b) Give **two** different types of activity the care home could offer residents to help improve their health.

(2)

1 More healthier food to eat

2 Less fatty foods

0 marks awarded

(b) Give **two** different types of activity the care home could offer residents to help improve their health.

(2)

1 One of the ways to lose weight in a care home is eating the right amount of food.

2 Making sure they are eating and drinking like dairy produce, meats and fruit and veg.

There were however a few learners who did give the correct response and gained the full two marks as detailed below:

2 marks awarded

(b) Give **two** different types of activity the care home could offer residents to help improve their health.

(2)

The care home could give them physical activity, improve them physically and mentally.

The care home could offer them social activity with others in the care home.

2 marks awarded

- (b) Give **two** different types of activity the care home could offer residents to help improve their health.

(2)

1 Social activities

2 Physical activities.

Q05a

**Targeted Specification Area: Learning Aim A.3**

The majority of learners were required and able to gain the two marks available by correctly identifying the two foods which are high in omega-3 fatty acids from the multiple choice options. This required the same level of demand as the previous multiple choice item by recall from the specification.

- 5 Omega-3 fatty acids can help to maintain a healthy diet.

- (a) Identify **two** foods which are high in omega-3 fatty acids.

(2)

- A Mushrooms
- B Bananas
- C Nuts
- D Chicken
- E Mackerel

Where learners only gained one mark, they often gave the correct answer E, Mackerel and the incorrect answer B, Bananas as detailed below:

- 5 Omega-3 fatty acids can help to maintain a healthy diet.

- (a) Identify **two** foods which are high in omega-3 fatty acids.

(2)

- A Mushrooms
- B Bananas
- C Nuts
- D Chicken
- E Mackerel

**Q05b**

**Targeted Specification Area: Learning Aim A.3**

This question was accessible to learners, with the majority able to state two healthier ways to cook fish as detailed below:

2 marks awarded

(b) Frying fish increases the fat content in the fish.

State **two** healthier ways to cook fish.

(2)

1 Grilling

2 Steaming

2 marks awarded

(b) Frying fish increases the fat content in the fish.

State **two** healthier ways to cook fish.

(2)

1 Baking the fish

2 Grilling the fish

Learners frequently answered incorrectly with boiling, as detailed below:

1 mark awarded

(b) Frying fish increases the fat content in the fish.

State **two** healthier ways to cook fish.

(2)

1 Steaming

2 Boiling

0 marks awarded

(b) Frying fish increases the fat content in the fish.

State **two** healthier ways to cook fish.

(2)

1 Oven Cook

2 Boil.

**Q06**

**Targeted Specification Area: Learning Aim B.1**

This question was accessible to learners, with the majority being able to gain one of the two marks available when asked to state two different healthier snacks John could give to customers. The most popular answer was fat free crisps as shown below:

1 mark awarded

**6** John is the manager of a pub. He puts crisps and pork scratchings on the bar as snacks for customers. He thinks he should give customers some healthier snacks.

State **two** different healthier snacks John could give to customers.

1 fat - free crisps

2 Sandwathes

1 mark awarded

**6** John is the manager of a pub. He puts crisps and pork scratchings on the bar as snacks for customers. He thinks he should give customers some healthier snacks.

State **two** different healthier snacks John could give to customers.

1 low fat Crisps

2 Yohurt

There were a few learners who did give the correct responses and were awarded two marks as detailed below:

2 marks awarded

- 6 John is the manager of a pub. He puts crisps and pork scratchings on the bar as snacks for customers. He thinks he should give customers some healthier snacks.

State **two** different healthier snacks John could give to customers.

1 John could provide healthy fat free crisps that customers will still enjoy.

2 He can also provide other healthy options other than crisps such as organic rice cakes.

2 marks awarded

- 6 John is the manager of a pub. He puts crisps and pork scratchings on the bar as snacks for customers. He thinks he should give customers some healthier snacks.

State **two** different healthier snacks John could give to customers.

1 Basket of small pieces of fruit for example grapes, strawberry and blackberries.

2 ~~Have~~ Have a bowl of nuts not salted for example like peanuts are healthy.

Q07

Targeted Specification Area: Learning Aim A.3

This question was responded to well, with the majority of learners being able to state two ingredients a chef can use to flavour a dish, rather than using salt, as detailed below:

2 marks awarded

7 Many people need a low salt diet for health reasons.

State **two** ingredients a chef can use to flavour a dish, rather than using salt.

- 1 A chef could use some herbs ~~and~~ to ~~also~~ flavour the dish.
- 2 A chef could use spices like chilli to flavour the dish.

2 marks awarded

7 Many people need a low salt diet for health reasons.

State **two** ingredients a chef can use to flavour a dish, rather than using salt.

- 1 B Pepper.
- 2 Mixed herbs.



**Q08**

**Targeted Specification Area: Learning Aim A.5**

This question was accessible to learners, with the majority being able to gain one of the two marks available when asked to give two ways how leading a healthy lifestyle can benefit you as it again was simple recall from a part of the specification. The most popular answer was heart problems and heart disease as shown below:

1 mark awarded

**8** People leading a sedentary lifestyle have a risk of becoming overweight.

State **one** other risk associated with leading a sedentary lifestyle.

Heart disease which leads to  
heart attacks.

1 mark awarded

**8** People leading a sedentary lifestyle have a risk of becoming overweight.

State **one** other risk associated with leading a sedentary lifestyle.

They could also develop health problems such as  
diabetes.

Learners frequently responded with answers associated with how leading a healthy lifestyle can benefit you, the answer being as shown below:

0 marks awarded

**8** People leading a sedentary lifestyle have a risk of becoming overweight.

State **one** other risk associated with leading a sedentary lifestyle.

Your prone to becoming ill.

Q09

Targeted Specification Area: Learning Aim A.2

The majority of learners were required and able to gain the two marks available by being able to give two other reasons other than vitamins why milk products are good for children, as detailed below:

2 marks awarded

9 Milk products contain vitamins that are good for children.

Give **two** other reasons why milk products are good for children.

1 healthy teeth and bones

2 full of calcium

2 marks awarded

9 Milk products contain vitamins that are good for children.

Give **two** other reasons why milk products are good for children.

1 ~~stronger~~ ~~teeth~~ stronger teeth and bones

2 a glass of milk gives you the calcium that your body needs.

Where learners only gained one mark, they often gave the correct answer as bones and incorrect answer as vitamins, this is stated in the question as detailed below:

9 Milk products contain vitamins that are good for children.

Give **two** other reasons why milk products are good for children.

1 help the kid bones to growth and to be strong.

2 energie and vitamin.

Centres can reduce this type of error by encouraging learners to read exam questions carefully and by including exam technique sessions in the run up to the exam series.

Q10

Targeted Specification Area: Learning Aim B.2

This proved to be a challenging question for a number of learners with few gaining the four marks available. Some learners were able to explain two advantages for Gladys's diet of using a specialist frozen food company to deliver frozen ready meals as detailed below:

4 marks awarded

Explain **two** advantages for Gladys' diet of using a specialist frozen food company to deliver frozen ready meals.

1 She gets portions of food, so she is not eating too much or not enough.

2 She also gets her daily amount of calories ~~so~~ so she can keep healthy

4 marks awarded

10 Gladys is 86 years old and has difficulty in walking. She uses a specialist frozen food company to deliver frozen ready meals to her home.

Explain **two** advantages for Gladys' diet of using a specialist frozen food company to deliver frozen ready meals.

1 It will allow her to control the portion size within the food allowing her to eat smaller portions.

2 As it comes from a specialist frozen food company they provide meals that has just the right vitamins and minerals she needs.

1 marks awarded

**10** Gladys is 86 years old and has difficulty in walking. She uses a specialist frozen food company to deliver frozen ready meals to her home.

Explain **two** advantages for Gladys' diet of using a specialist frozen food company to deliver frozen ready meals.

1 because there already cooked so she doesn't have to wait ages

2 because she doesn't have to walk about to go the shops

1 marks awarded

**10** Gladys is 86 years old and has difficulty in walking. She uses a specialist frozen food company to deliver frozen ready meals to her home.

Explain **two** advantages for Gladys' diet of using a specialist frozen food company to deliver frozen ready meals.

1 The company will give Gladys quality frozen food which she needs for her old age

2 The specialist frozen company will always be reliable so Gladys will never run out of food or have to go out to get frozen

There were, however, incorrect answers given that did not relate to the intention of the question being asked, indicating that learners did not have knowledge of how frozen ready meals can contribute to the healthy lifestyles of the elderly, or it is possible that the question was not read correctly as demonstrated in the following response:

0 marks awarded

**10** Gladys is 86 years old and has difficulty in walking. She uses a specialist frozen food company to deliver frozen ready meals to her home.

Explain **two** advantages for Gladys' diet of using a specialist frozen food company to deliver frozen ready meals.

1 because she old so she needs frozen meals to help her

2 she on a new special diet and can't eat anything else except frozen meals.

0 marks awarded

Explain **two** advantages for Gladys' diet of using a specialist frozen food company to deliver frozen ready meals.

1 She knows when she will get them - when she orders them they can then give her a date in which they will arrive at her house.

2 She knows how much it costs - she will have an invoice and know exactly what she's paying and what she's paying for.

This type of response indicates that the learner has not fully read and understood the question, which was clearly asking about the advantages to Gladys's diet.

Centres should ensure that the full specification is taught to learners, and that the importance of reading questions fully is taught through exam technique.

Q11a

Targeted Specification Area: Learning Aim B.2

This question was accessible to learners, with the majority being able to explain two ways in which the promotion encourages unhealthy eating as detailed below:

4 marks awarded

(a) Explain **two** ways in which this promotion encourages unhealthy eating.

(4)

1 One of the ways is that it says 'if you finish in less than half an hour we will give it to you **FREE!**' And then goes on to say you'll get a t-shirt, etc if you finish, if not, you'll be put on the wall of shame. This will encourage people to do it so they get the free meal and prize and

4 marks awarded

(a) Explain **two** ways in which this promotion encourages unhealthy eating.

(4)

1 The promotion is putting in incentives like get a free t-shirt or go on the wall of fame which will encourage people to go there

2 The ~~promotion~~ promotion includes the discount you get if you get <sup>the monster breakfast</sup> ~~going up~~ for two people which will also encourage people to go

4 marks awarded

(a) Explain **two** ways in which this promotion encourages unhealthy eating.

(4)

1. Its cheaper for two people to eat it which is promoting more than one person to eat the breakfast.
2. There advertising that if you finish it within half an hour its free therefore people are going to eat incredibly quickly and this will

The response as detailed below had valid identification points, however the expansion points were not developed. Learners should be encouraged to practice writing linked responses as required by the command verb 'explain'.

1 mark awarded

(a) Explain **two** ways in which this promotion encourages unhealthy eating.

(4)

1. because only two people and they have to much food to eat.
2. the food is not healthy for people because they have alot of fat in it.

2 marks awarded

(a) Explain **two** ways in which this promotion encourages unhealthy eating.

(4)

1. It has a lot of fat by putting loads of weight on giving food away that
2. They are giving massive portions and it'll make their healthy diet decrease.

Q11b

Targeted Specification Area: Learning Aim A.5

This question was accessible to learners, with the majority being able to gain one of the two marks available when asked to state two ways how the items on the Monster Breakfast are unhealthy as it again was simple recall from a part of the specification. The most popular answers were menu items being high in fat and items are fried as shown below:

1 mark awarded

(b) State **two** ways how the items on the Monster Breakfast are unhealthy.

(2)

1. ~~Most~~ Most things on the menu are fried and frying food increases the fat in the food.
2. You get a bottomless te glass of a carbonated drink which means you get as much as you want.

1 mark awarded

(b) State **two** ways how the items on the Monster Breakfast are unhealthy.

(2)

1. There is excessive amounts of ~~extra~~ the food products.
2. Everything's been fried.

This question was generally well answered as the requirement for learners to understand the importance of healthy eating has become well established in centres.

An example of one response that gained the full two marks for stating the two ways:

2 marks awarded

(b) State **two** ways how the items on the Monster Breakfast are unhealthy.

(2)

1. ~~Quite a few are~~ A lot of them are fried so contain more fat.
2. A ~~lot~~ lot of the items ~~are~~ have a high calorie intake.



2 marks awarded

(b) State **two** ways how the items on the Monster Breakfast are unhealthy.

1 most of the items are fried. <sup>(2)</sup>

2 most of the items are very fatty foods.

**Q11c**

**Targeted Specification Area: Learning Aim A.1**

This question was accessible to learners, with the majority being able to gain one of the two marks available when asked to state two benefits of eating a healthy breakfast each day. The most popular answer was increased energy throughout the day as shown below:

1 mark awarded

(c) Give **two** benefits of eating a healthy breakfast each day.

It will keep you energised throughout the day. <sup>(2)</sup>

It will give you a slow release of energy throughout the day.

1 mark awarded

(c) Give **two** benefits of eating a healthy breakfast each day.

1 It gives you more energy for through the day. <sup>(2)</sup>

2 It helps you maintain healthy breakfast and get used to it.

0 marks awarded

(c) Give **two** benefits of eating a healthy breakfast each day.

(2)

1 It can give you <sup>a more</sup> ~~more~~ healthier diet

2 and you will start becoming healthy

An example of two responses that gained the full two marks for stating the two benefits:

2 marks awarded

(c) Give **two** benefits of eating a healthy breakfast each day.

(2)

1 The healthy breakfast gives us energy at a start of the day.

2 healthy diet doesn't let us  
Healthy breakfast doesn't let us gain weight.

2 marks awarded

(c) Give **two** benefits of eating a healthy breakfast each day.

(2)

1 give you energy for the rest of the day

2 will stop you from snacking so much throughout the day

Centres should also encourage candidates to fully read and understand the question and provide a response from the appropriate perspective.

Q12

Targeted Specification Area: Learning Aim B.4

This question proved accessible, with many learners gaining at least two marks of the four marks available. The majority of marks were gained for the identification of fewer smoking breaks, and fewer smokers gathering outside the business/workers not smelling of smoke. A few learners were able to develop their answers further by explaining the results in greater productivity and turnover to gain further marks as shown below:

The responses as detailed below had valid identification points, however the expansion points were not developed. Learners should be encouraged to practice writing linked responses as required by the command verb 'explain'.

2 marks awarded

12 Chloe offered her staff professional information and services to help them give up smoking. The majority of staff have given up smoking.

Explain **two** ways how helping staff to give up smoking will benefit Chloe's company.

1 less workers will have to take a break to smoke a cigarette.

2 there won't be a lingering smell while customers are around.

2 marks awarded

12 Chloe offered her staff professional information and services to help them give up smoking. The majority of staff have given up smoking.

Explain **two** ways how helping staff to give up smoking will benefit Chloe's company.

1 Less smoke going into the air vents and it will be much healthier for them so they don't become ill.

2 Less smoke breaks means more staff for ~~that~~ Chloe's company.

In this question, learners were asked to "explain." In questions with this command verb the format is that they receive a mark for identifying up to two points (one mark for each point) and a further mark if either or both points can be explained or linked to the subject (one mark for each explanation).

There were a few learners who did give the correct response and gained marks for identifying how staff giving up smoking will benefit Chloe and also the expansion of detailed answers.

The example is where learners were able to gain marks for identifying and explaining the reasons with the expansion points evident as detailed below:

4 marks awarded

**12** Chloe offered her staff professional information and services to help them give up smoking. The majority of staff have given up smoking.

Explain **two** ways how helping staff to give up smoking will benefit Chloe's company.

- 1 It will benefit the company because no staff will need a smoking break and that means the staff will be more concentrated on their work, also more work will get done.
- 2 Depending on what sort of business it is, if the staff interact with customers then the customers won't smell it off them and in the building.

4 marks awarded

**12** Chloe offered her staff professional information and services to help them give up smoking. The majority of staff have given up smoking.

Explain **two** ways how helping staff to give up smoking will benefit Chloe's company.

- 1 They will be healthier so staff will have less time off work to perform better.
- 2 Better company image as people want customers won't see staff smoking.

The ability to recognise the demands of a question with the 'explain' command word is an important part of a learner's exam technique. Being able to give a point and provide a detailed, linked development of that point is something that candidates should be encouraged to practice.

**Q13**

**Targeted Specification Area: Learning Aim B.3**

In the majority of cases learners were able to identify two health and safety issues Bruce must think about when he puts in the children's play area. However these answers have not been explained and expanded upon as detailed below:

2 marks awarded

**13** Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 He must think about what sort of flooring is around the play area to help minimize the risk of injury if a child falls on it.

2 He must also consider the material of the play area so if it rains ect, the material doesn't become slippery/dangerous.

2 marks awarded

**13** Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 ~~That the children are safe~~  
Ensure the equipment and play area <sup>are</sup> play.c are safe to use and meet the guidelines

2 Make sure safety measures are met so the children are safe all time.

1 mark awarded

13 Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 Make sure no fire or sharp thing in children's play area

2 Make sure all the toys are safe for them

1 mark awarded

13 Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 to keep smokers away from the children play area

2 To make sure there's certain rubbish on the floor. e.g. ~~paper~~ packets of ~~straps~~ crisps, or or banners.

0 marks awarded

**13** Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 He needs to look after them and also make sure little children he don't go into the pub to drink it underage

2 It can be dangerous for the children they can be put at health risk.

The example below gained three out of the four marks available for identifying and explaining the reasons with the expansion points evident as detailed below:

3 marks awarded

**13** Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 He must make sure that there is no sharp things around  
He make sure there is soft ground e.g. grass or sand  
2 But fences up so the children don't run into the car park and get hit by a car

3 marks awarded

**13** Bruce wants to put a children's play area in the garden of his pub.

Explain **two** health and safety issues Bruce must think about when he puts in the children's play area.

1 Children shouldn't be unattended, in case they hurt themselves.

2 Only children between a certain age on the play area, as older children may break the equipment.

The ability to recognise the demands of a question with the 'explain' command word is an important part of a learner's exam technique. Being able to give a point and provide a detailed, linked development of that point is something that candidates should be encouraged to practice.

Centres should also encourage candidates to fully read and understand the question and provide a response from the appropriate perspective.



Q14

Targeted Specification Area: Learning Aim B.4

Many learners gained at least one mark of the two marks available. The majority of marks were gained for improved morale and staff efficiency and effectiveness/customer. Very few learners were able to develop their answers by explaining that improved communications / working relations / pay can result in improved staff loyalty and commitment to gain further marks as shown below:

The response as detailed below had valid identification points, however the expansion point were not developed. Learners should be encouraged to practice writing linked responses as required by the command verb 'explain'.

1 mark awarded

14 Joseph is the manager of The Orange Frog Hotel. He knows that his staff are not happy with their working conditions.

Explain **one** benefit to the business if working conditions for staff are improved.

staff will treat customers differently  
and make customers want  
to come more often.

The example below is of learners who were able to gain the full marks for identifying and explaining the reasons with the expansion points evident as detailed below:

2 marks awarded

14 Joseph is the manager of The Orange Frog Hotel. He knows that his staff are not happy with their working conditions.

Explain **one** benefit to the business if working conditions for staff are improved.

If working conditions for staff are improved the  
the staff will be ~~more~~ happy and this will  
benefit staff morale and the overall  
customer service being provided.

2 marks awarded

**14** Joseph is the manager of The Orange Frog Hotel. He knows that his staff are not happy with their working conditions.

Explain **one** benefit to the business if working conditions for staff are improved.

If working conditions for staff are improved it means the staff will work more efficiently at tasks and this leads to better customer satisfaction.

**Q15**

**Targeted Specification Area: Learning Aim B.1**

This question was a different format from the others on the paper and allowed learners to demonstrate their extended writing and evaluative skills. It was challenging and some learners with many responses listed a range of ideas with some answers being very repetitive. Some only covered one point when discussing the products, services and operational strategies that Blackfriars must offer to meet the expectations of the guests.

Popular responses tended to focus on the products and services detailing healthy menus and drink options highlighting healthy products that could be offered to guests. In addition to this activities on offer were explored rather than learners detailing the promotion and advertisement to promote the new image and information of products.

The following responses gained four marks, the learners identify a number of valid points but the justification is repetitive with most points being generic.

4 marks awarded

15 Blackfriars is a country house hotel, with 75 bedrooms. The hotel is located in a 500 acre park and has many separate buildings.

Blackfriars wants to attract guests on an all-inclusive basis who are looking to take a healthy break.

Discuss the products, services and operational strategies that Blackfriars must offer to meet the needs and expectations of these guests.

(8)

~~The~~ The Blackfriars country house hotel could offer healthier option e.g. gym, spa. ~~They could~~ ~~and~~ ~~leisure~~ ~~area~~ ~~for~~ ~~there~~ ~~work~~ ~~and~~ ~~all~~ ~~a~~ ~~play~~ ~~ever~~ They could ~~also~~ also offer their guest the ~~expecta~~ expectations of their guest e.g. different places and activity places to go to so they are not stuck in the hotel. They could also ~~also~~ advertise there hotel in different locations e.g. poster, billboards and adverts on the ~~tv~~ tv. Lastly they could also improve ~~and~~ meet the customer ~~stres~~ ~~stender~~ ~~ex~~ needs and expectations by offering all-inclusive so they can have the relaxation that they need e.g. so rest so they are not stressed. ~~stressed~~

Once again the focus of this response was upon products and services:

4 marks awarded

**15** Blackfriars is a country house hotel, with 75 bedrooms. The hotel is located in a 500 acre park and has many separate buildings.

Blackfriars wants to attract guests on an all-inclusive basis who are looking to take a healthy break.

Discuss the products, services and operational strategies that Blackfriars must offer to meet the needs and expectations of these guests.

(8)

One thing that they could offer is healthier food and drink options at the restaurant and bar. They could offer this within the deal meaning the customers will be able to eat and drink healthier products.

Another thing that they could offer is healthy activities around the hotel. This could include a gym, or providing sports courts for the customers to use.

These very similar points were explored in detail, menus, facilities, activities however again not in the detailed required to answer the question correctly. Operational strategies were mainly overlooked and in most cases there was little expansion or no expansion for the discussion points identified as the example details below:

1 mark awarded

**15** Blackfriars is a country house hotel, with 75 bedrooms. The hotel is located in a 500 acre park and has many separate buildings.

Blackfriars wants to attract guests on an all-inclusive basis who are looking to take a healthy break.

Discuss the products, services and operational strategies that Blackfriars must offer to meet the needs and expectations of these guests.

(8)

Blackfriars need to advertise their hotel as a fit, healthy, relaxing place to be.

Advertise their activities, food, types of drinks.

Some learners were able to discuss three or four key points whilst others obtained higher marks as the key points identified were discussed in detail with strong justification.

8 marks awarded

**15** Blackfriars is a country house hotel, with 75 bedrooms. The hotel is located in a 500 acre park and has many separate buildings.

Blackfriars wants to attract guests on an all-inclusive basis who are looking to take a healthy break.

Discuss the products, services and operational strategies that Blackfriars must offer to meet the needs and expectations of these guests.

(8)

To begin with guests are going to want a healthy meal choices therefore blackfriars should make sure that they have healthy ~~options~~ options on the menu. Blackfriars should also try to source food locally as it will be fresher and healthier.

Blackfriars should also try to add leisure/sporting facilities.

As the hotel is situated in 500 acres they could add a golf course this would encourage guests to visit the hotel whilst still promoting a healthy lifestyle.

As the hotel has many separate buildings you could turn one into a gym as this would attract people who wanted a healthy break.

Blackfriars could also add spa/beauty treatments into one of

the separate buildings as relaxation is important to health.

Also the hotel could make sure it doesn't have loud activities late at night as people will be sleeping, and sleep helps contribute to a healthy lifestyle.

They could also provide comfy beds as this will help improve people's nights sleep.

Another thing the hotel could do is add a swimming pool as swimming is something people enjoy but also healthy.

The hotel should allow access to all the facilities for people who are all inclusive as this will encourage repeat business.

7 marks awarded

15 Blackfriars is a country house hotel, with 75 bedrooms. The hotel is located in a 500 acre park and has many separate buildings.

Blackfriars wants to attract guests on an all-inclusive basis who are looking to take a healthy break.

Discuss the products, services and operational strategies that Blackfriars must offer to meet the needs and expectations of these guests.

(8)

To meet the needs and expectations of these guests the Blackfriars must offer their guests things like gym and swimming pool. This is a good service to offer because the guests will want to work out to improve their health.

They could also offer their guests spa while they are staying there, so they could relax their mind and body.

Another thing the Blackfriars could offer their guests on their healthy break is healthy meals at the restaurant and room service. This will help to meet ~~the~~ the needs and expectations because of the customers who are interested in healthy eating and has a special diet.

Another thing the Blackfriars could offer their guests is a tour around the hotel. This would be good for the guests because they would get to walk around ~~in the~~ the hotel and the park, this way the Blackfriars will help their ~~to~~ guests to improve their fitness.

Another thing the Blackfriars could do to meet the needs and expectations is reduce the price of healthy products and make unhealthy products such as alcohol more expensive, so that the guests aren't tempted to be unhealthy while on ~~they~~ their stay with Blackfriars.

## **Summary of performance on the paper**

Based on learner performance on this paper and in preparation for this external assessment, in future centres should:

- Focus on ensuring that learners are familiar with the full range of topics contained within the unit specification and that the full range of content from the unit specification is taught.
- Allow discussion on the unit content so that teachers are aware of any preconceived ideas that may exist so that these can be rectified well in advance.
- Carefully consider the focus of the question, read the question stem carefully, noting the information already be given and knowing that this cannot gain marks if it is provided as an answer.
- Focus on ensuring learners can recognise the demands of a question with the 'explain' command word as it is an important part of a learner's exam technique.
- Support learners to improve exam techniques by including tuition in the run up to the exam series and by encouraging them to read exam questions carefully.
- The use of practice papers under examination conditions will support learners to improve exam techniques whilst also supporting effective time management.
- Encourage learners to read exam questions completely before answering them and to take advantage of the extra reading time that is allowed for this paper.
- Direct and encourage learners to prepare their questions, use the additional time for reading the questions, scenarios and contexts thoroughly before attempting to answer.