



**June 2018**

**Level 2 BTEC First in Hospitality**

**Unit 1: How the Hospitality  
Industry Contributes To a Healthy  
Lifestyle (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 fall back).

### 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 students receive grades which reflect their ability. Awarding grade boundaries is conducted to ensure students 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 students 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 2018

Grade	Unclassified	Level 1 Pass	Level 2		
			Pass	Merit	Distinction
Boundary Mark	0	10	20	30	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 students performed overall in the exam. For each question there is a brief analysis of learner responses. You will also find example learner responses to the questions both well and poorly answered. These should help to provide additional guidance as to indicative responses.

We hope this will help you to prepare your students for future examination series.

# Introduction to the Overall Performance of the Unit

This was the tenth examination series for BTEC Next Generation Hospitality. Overall, most students 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 the unit.

Students appeared to be challenged, especially on the longer extended answer questions towards the end of the paper where students 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.

Students 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 students 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 students 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 students to "explain" something where two marks are possible for each part of the answer and students only listed points with no expansion

The extended answer question overall at the end of the paper was answered well by a number of students, however some students listed a response and did not expand on this, demonstrating their lack of knowledge and understanding of the unit content being assessed. In addition, their inability to understand the command verbs used to determine what evidence is required for the response. Teachers should encourage students to look at the level based grid in the mark scheme in preparation for these extension questions.

The opportunity to all students 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 noting down of key points prior to writing the answer would be beneficial if students 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 students. Teachers are reminded that the entire specification is in the range for this examination so all learning aims have to be taught. Students need to have studied each aspect of the unit before taking this paper.

**Q1a**

**Targeted Specification Area: Learning Aim A2**

This question tested well among students with many able to achieve at least one mark. The question-required learner's identify two foods that are a useful source of fat in the form of a multiple choice question.

Where one mark was achieved most students identified 'Salmon' as the correct answer.

This response was awarded one mark.

1 (a) Which **two** of the following foods are useful and nutritious sources of fat in our diet?

(2)

- A Salmon
- B Ice cream
- C Bread
- D Broccoli
- E Avocado pears



There was a small amount of students identified the two correct answers A – Salmon and E – Avocado pears

This response was awarded 2 marks

1 (a) Which **two** of the following foods are useful and nutritious sources of fat in our diet?

(2)

- A Salmon
- B Ice cream
- C Bread
- D Broccoli
- E Avocado pears



**Q1b**

**Targeted Specification Area: Learning Aim A2**

This question was not well answered, with many students only able to provide one reason why fat is needed in a healthy diet. This resulted in a high number of students only achieving one mark.

This topic has been tested in previous papers, in the same format.

This response was awarded 1 mark

(b) Give **two** reasons why we need to include some fat in a healthy diet.

(2)

1 To balance out our diet  
and for energy

2 Also for the growth and repair.

This question was targeted at level one recall however many students provided responses relating to the need for protein in a diet.

This response was awarded 1 mark.

(b) Give **two** reasons why we need to include some fat in a healthy diet.

(2)

1 fat helps us absorb vitamins.

2 fat helps growth and repair for body  
tissue.

This response was awarded 0 marks.

(b) Give **two** reasons why we need to include some fat in a healthy diet.

(2)

1 So it evens out the level of nutrition  
we get

2 So we dont loose to much weight  
it is balanced.

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



## Q2

## Targeted Specification Area: Learning Aim A3

For this question students had to identify two healthy ways to cook potatoes. This was a multiple-choice question with two responses. The correct responses were B- Steaming and C- Baking.

A high numbers of students were only able to achieve one of the possible two marks for these questions. Often the one mark came from the identification of B-Steaming.

Common incorrect responses identified 'Boiling' as an answer.

This response was awarded 1 mark.

2 Which **two** of the following are the healthiest ways to cook potatoes?

- A Roasting
- B Steaming
- C Baking
- D Deep-frying
- E Boiling

This response was awarded 1 mark.

2 Which **two** of the following are the healthiest ways to cook potatoes?

- A Roasting
- B Steaming
- C Baking
- D Deep-frying
- E Boiling

Students should be encouraged to fully read and understand the question and provide a response from the appropriate perspective.

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

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

**Q3****Targeted Specification Area: Learning Aim A1**

This question asked students to list two good food sources and one possible health problems caused by a deficiency in fibre and calcium. Students had to give their responses in the table provided.

Students answered this question to a high level with many archiving at least 3 marks. Students were able to identify deficiencies in fibre and calcium, list the ideal food sources and state a possible health problem gaining the high marks available as detailed below:

This response was awarded 6 marks.

Deficiency	List <b>two</b> good food sources for each item	Give <b>one</b> possible health problem caused by a deficiency in each item
Fibre	oranges Potatoes With the skin on them.	Constipation
Calcium	Milk cheese.	brittle bone disease

This response was awarded 5 marks.

Deficiency	List <b>two</b> good food sources for each item	Give <b>one</b> possible health problem caused by a deficiency in each item
Fibre	Bread Oats	Constipation Low energy
Calcium	Milk cheese	Weak bones Bad teeth

This response awarded 2 marks.

Deficiency	List <b>two</b> good food sources for each item	Give <b>one</b> possible health problem caused by a deficiency in each item
Fibre	bread, rice	high blood pressure
Calcium	Milk, Cheese	

This response was awarded 2 marks.

Deficiency	List <b>two</b> good food sources for each item	Give <b>one</b> possible health problem caused by a deficiency in each item
Fibre	Pasta Bread	too much fat
Calcium	cheese Yoquurt	too much fat

This response was awarded 1 mark.

Deficiency	List <b>two</b> good food sources for each item	Give <b>one</b> possible health problem caused by a deficiency in each item
Fibre	Bread	<del>Lactose</del> and Tolerant gluten free
Calcium	Milk	Lactose and Tolerant

This response was awarded 1 mark.

Deficiency	List <b>two</b> good food sources for each item	Give <b>one</b> possible health problem caused by a deficiency in each item
Fibre	Red Meat	
Calcium	Milk	Anaemia

**Q4****Targeted Specification Area: Learning Aim B4**

This question asked students to give two ways support could be given to staff to enable them to be more active during their working day.

Common correct responses related to the gym.

Where students did not achieve marks, it was due to them focusing on staff members being active instead of doing their job or providing examples the David could not do himself.

This response was awarded 0 marks.

Give **two** ways David could support his staff to be more active during their working day.

- 1 David can give them more work to do then they cannot be seated IF they
  - 2 do most of the work.
- Make sure they eat something in the morning then they can be active.

(Total for Question 4 = 2 marks)

This response was awarded 0 marks.

Give **two** ways David could support his staff to be more active during their working day.

- 1 he can give each staff a timetable on what to do
- 2 he can encourage by them to work or give them a or paid rise.

This response was awarded 1 mark.

Give **two** ways David could support his staff to be more active during their working day.

1. David could get his staff to do activities with the customer, e.g. a family walk.
2. David could get his staff to be active by doing a gym session in their break time.

(Total for Question 4 = 2 marks)

This response was awarded 2 marks.

Give **two** ways David could support his staff to be more active during their working day.

1. He could do a monthly prize of how many steps you did each day and whoever has the most steps wins a prize.
2. Make them have a break but in that break they could do a walk around

(Total for Question 4 = 2 marks)

Students should be encouraged to fully read and understand the question and provide a response from the appropriate perspective.

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

**Q5a**

**Targeted Specification Area: Learning Aim A4**

For this question students were asked to give two reasons why a fad diet with a restricted amount of protein and carbohydrates would be unhealthy.

Many students were able to achieve at least one mark for this question; many were able to identify the unhealthy aspect of the diet. Responses seen included the risk of illness, not eating one of the five a day the lack of balance in the diet.

This response was awarded 1 mark.

- 5 Bethany has been following a fad diet for the last year, which contains a restricted range of fast releasing carbohydrates and protein in small portions.

(a) Give **two** reasons why this diet might be unhealthy.

- (2)
- 1 Might not be having her 5 a day
  - 2 could become really ill

This response was awarded 1 mark.

- 5 Bethany has been following a fad diet for the last year, which contains a restricted range of fast releasing carbohydrates and protein in small portions.

(a) Give **two** reasons why this diet might be unhealthy.

- (2)
- 1 because your body needs fiber and other source of vitamins to stay healthy.
  - 2 your body also needs ~~the~~ calcium.

Where students gained the full 2 mark they identified nutritional requirements, the need for a balanced diet also relating to the amount of food consumed the majority of time as the correct answer. T

This response was awarded 2 marks.

- 5 Bethany has been following a fad diet for the last year, which contains a restricted range of fast releasing carbohydrates and protein in small portions.

(a) Give **two** reasons why this diet might be unhealthy.

(2)

- 1 Bethany isn't getting a balanced diet from all the different food groups
- 2 She's only having small portions of food instead of 3 balanced sized meals a day

Where students did not gain marks, they often gave random responses not specific to the question as detailed below:

This response was awarded 0 marks.

- 5 Bethany has been following a fad diet for the last year, which contains a restricted range of fast releasing carbohydrates and protein in small portions.

(a) Give **two** reasons why this diet might be unhealthy.

(2)

- 1 because your body needs fiber and other source of vitamins to stay healthy.
- 2 your body also needs ~~calcium~~ calcium.



**Q5b****Targeted Specification Area: Learning Aim A5**

This question was a continuation from Q5a, and not well answered by students. Many students were not able to state two health problems that could be caused by such a diet.

Where no marks were awarded students often referred to health issues related to heart problems, strokes and blood pressure as detailed below:

This response was awarded 0 marks.

(b) State **two** health problems that can be caused by following such a fad diet.

(2)

1 you can get heart disease

2 you can have a heart attack if you are not careful

This response was awarded 1 mark.

(b) State **two** health problems that can be caused by following such a fad diet.

(2)

1 too much carbs will give a great risk of gaining weight

2 Body will fail due to the no intake of dairy - no milk means no calcium bones will become weaker

(Total for Question 5 = 4 marks)

This response was awarded 2 marks.

(b) State **two** health problems that can be caused by following such a fad diet.

(2)

1 she could have weak bones

2 she could have a growth problem

**Q6**

**Targeted Specification Area: Learning Aim B2**

This question asked students to explain one way in, which 'Daniel could check to see if a restaurant is able to serve gluten-free meals.'

Many students achieved two marks on this question by providing the correct response of calling the restaurant and ask in advance.

This response was awarded 2 marks.

Explain **one** way in which Daniel could check whether a restaurant is able to serve him a gluten-free meal.

by looking at the menus they have and asking the staff that work there if they do gluten-free meals and by checking with the manager if they do and if they don't he can ask the manager if they can start doing <sup>gluten-free</sup> it meals **(Total for Question 6 = 2 marks)**

This response was awarded 2 marks.

Explain **one** way in which Daniel could check whether a restaurant is able to serve him a gluten-free meal.

ask the waiter/staff if they serve gluten free meals or he ~~can~~ could check the menu and see if it says anything.

**Q7a**

**Targeted Specification Area: Learning Aim A1**

This question proved to be accessible to students with the majority being able to gain the two marks available when asked to give two ways staff can eat healthily whilst at work.

Where students did not gain marks response focused more on cooking methods.

This response was awarded 2 marks.

(a) Give **two** ways staff can eat healthily while at work.

(2)

1. bring in their own packed lunch.
2. eat smaller portions of their meals

This response was awarded 1 mark.

(a) Give **two** ways staff can eat healthily while at work.

(2)

1. They can bring a packed lunch with them and eat whenever they get a chance
2. Have something healthy to snack on all the time like unsalted nuts or fruit.

This response was awarded 0 marks.

(a) Give **two** ways staff can eat healthily while at work.

(2)

1. They can have grilled fish with boil potatoes instead of frying.
2. If frying make sure use healthy cooking oil, or they can have ~~to steam~~ steaming vegetables <sup>with them.</sup>

**Q7b**

**Targeted Specification Area: Learning Aim B4**

As this question was a continuation of Q7a it also proved to be accessible, with the majority being able to gain the two marks available.

Many students were able to explain at least one way in which vending machines can provide staff with healthy meals gaining two marks out of a possible 4 marks

The most common response was healthy options being available in the machine.

This response was awarded 2 marks.

1 They could provide healthy Kaps and sandwiches freshly made that morning.

2 It could provide healthy and well balanced nutritious meals such as salad bowls as the vending machines can be chilled, to

This response was awarded 1 mark.

1 Vending machines are open 24-7 <sup>(4)</sup> so staff that work late night shifts could go to the vending machine

2

**Q8a**

**Targeted Specification Area: Learning Aim A1**

This question was well answered, with the majority of students able to give two ways that rest and relaxation can help people to recover from upset or illness gaining the two marks available as detailed below:

Where students gained the two marks available, the most common response given was reducing stress and blood pressure.

This responses was awarded 2 marks.

- 8 The Sand Dunes Hotel has large, well-maintained gardens. The owners of the hotel feel the gardens have huge potential in attracting customers who wish to recover after a recent upset or illness.

(a) Give **two** ways that rest and relaxation can help people to recover from upset or illness.

(2)

1 Reduces stress of the customer

2 ~~Monitors~~ ~~that~~ ~~that~~ reduces high blood pressure.

This was also a high performing response (2 marks awarded)

- 8 The Sand Dunes Hotel has large, well-maintained gardens. The owners of the hotel feel the gardens have huge potential in attracting customers who wish to recover after a recent upset or illness.

(a) Give **two** ways that rest and relaxation can help people to recover from upset or illness.

(2)

1 It reduces stress levels.

2 It also supports the immune

Where students gained the 1 mark, again they identified stress levels

This response was awarded 1 mark.

- 8 The Sand Dunes Hotel has large, well-maintained gardens. The owners of the hotel feel the gardens have huge potential in attracting customers who wish to recover after a recent upset or illness.

(a) Give **two** ways that rest and relaxation can help people to recover from upset or illness.

- 1 It allows them to clear <sup>(2)</sup>  
their mind
- 2 They'll be able to ease  
themselves of stress.

This response was awarded 0 marks.

- 8 The Sand Dunes Hotel has large, well-maintained gardens. The owners of the hotel feel the gardens have huge potential in attracting customers who wish to recover after a recent upset or illness.

(a) Give **two** ways that rest and relaxation can help people to recover from upset or illness.

- 1 It will help your body because when  
you are sleeping it gets shut's going out <sup>(2)</sup>
- 2 I will help with illness because your  
are resting your body.

Q8b

Targeted Specification Area: Learning Aim B1

This question proved to be accessible with students. Students were able to gain at least marks of the four marks available when asked to explain two ways in which the owners of The Sand Dunes Hotel can develop their gardens to improve their customers' recovery and health.

The majority of marks were gained for identifying one way in, which the various activities and expanding on the answer.

This response was awarded 4 marks.

(b) Explain **two** ways in which the owners of The Sand Dunes Hotel can develop their gardens to improve their customers' recovery and health.

(4)

1 They could see if any of the customers want to help in the garden to improve mental fitness

2 They could use the gardens for outdoor activities to help with fitness

This response was awarded 3 marks.

(b) Explain **two** ways in which the owners of The Sand Dunes Hotel can develop their gardens to improve their customers' recovery and health.

(4)

(4)

1 They could get some animals in the garden and people that love animals like dogs and cats can go there and spend time with them.

2 or they could have some sort of activities in the garden so people can have fun in the garden.

This response was awarded 2 marks.

(b) Explain **two** ways in which the owners of The Sand Dunes Hotel can develop their gardens to improve their customers' recovery and health.

(4)

(4)

1. The sand dunes hotel could develop their gardens by putting more family activities outside.

2. The sand dunes hotel garden could develop their gardens by putting a pool or a spa outside with the same.

This response was awarded 0 marks.

(b) Explain **two** ways in which the owners of The Sand Dunes Hotel can develop their gardens to improve their customers' recovery and health.

(4)

(4)

1. They can put something relaxing to rest their minds when they are recovering.

2. Something so they can rest and sit down and recover from their illness.



**Q8c**

**Targeted Specification Area: Learning Aim B3**

This proved to be a challenging question for a number of students with few gaining the two marks available and many gaining no marks

There was often confusion amongst students as the many were not able to explain one constraint that the owners of The Sand Dunes Hotel could face when implementing their plans

This response was awarded 0 marks.

(c) Explain **one** constraint that the owners of The Sand Dunes Hotel could face when implementing their plans.

(2)  
plants will attract more bugs, which  
could mean a bug invasion inside of  
the hotel.

This response was awarded 0 marks.

(c) Explain **one** constraint that the owners of The Sand Dunes Hotel could face when implementing their plans.

(2)  
make sure it is well detailed and that  
will be safe for anyone, as you wouldn't  
want anyone getting hurt by anything.

Again, there were incorrect answers given that did not relate to the intention of the question being asked indicating that students did not have knowledge of the term constraint or it is possible that the question was not read correctly.

This response was awarded 1 mark.

(c) Explain **one** constraint that the owners of The Sand Dunes Hotel could face when implementing their plans.

(2)

they will need Planning Permission to build the all glass rooms. Also the new menu will cost them more because they will be needing another chef.

(Total for Question 8 = 8 marks)

This response was awarded 1 mark.

(c) Explain **one** constraint that the owners of The Sand Dunes Hotel could face when implementing their plans.

(2)

The space of the gardens, what type of people come to the gardens, places to sit when talking to the people. If it will cost any money.

(Total for Question 8 = 8 marks)

Where students gained the two marks available they often identified money issues as one of the correct answer, as detailed below:

This responses was awarded 2 marks.

(c) Explain **one** constraint that the owners of The Sand Dunes Hotel could face when implementing their plans.

(2)

They might not have enough money to keep the garden looking nice (ie. mow the lawn or buy benches) which prevents them from being able to keep it open for long. (Total for Question 8 = 8 marks)

This responses was awarded 2 marks.

(c) Explain **one** constraint that the owners of The Sand Dunes Hotel could face when implementing their plans.

(2)

They can have money issues when making improvements in the garden because the price of everything is going up and that could effect the business and the workers that work there

This type of response above indicates that the learner has not fully read and understood the question; the term constraint has not been understood.

Many students were confused by this term and may not have covered this part of the specification. Centres need to ensure that they teach the full range of the specification content, including key terms.

This question proved to be accessible to students, with the majority able to explain at least one reason why it is important for food service staff to be aware of the ingredients used in food products to meet the needs of customers

Where students gained the three or four marks available, the most common responses given were the identification of allergies and dietary requirements as detailed below:

This response was awarded 4 marks.

- 9 Food service staff need to be aware of the ingredients used in food products to meet the needs of customers.

Explain **two** other reasons why this is important.

1 customers may have allergies, and it would be upto the restaurant to make sure they are aware on the ingredients that they add to their dishes to prevent allergies occurring.

2 Some customers may be vegeiterian, which would means the restaurant could provide dishes with suitable ingredients for the customers to eat at.

This responses was awarded 3 marks.

- 9 Food service staff need to be aware of the ingredients used in food products to meet the needs of customers.

Explain **two** other reasons why this is important.

1 so the staff don't give the customer the wrong food like giving meat to a vegeta

2 and so if someone asks a question on the lines like 'what is in this dish' they can tell them exactly whats in the dish.

This response awarded 2 marks.

- 9 Food service staff need to be aware of the ingredients used in food products to meet the needs of customers.

Explain **two** other reasons why this is important.

1. they need to be aware just incase there is a certain ingrediant which could trigger an allergy, e.g nuts, ~~egg~~ meats.
2. Foods containing gluten, dairy could be dangerous for customers so staff need to be aware of what ingrediants have in them.

Where students gained no marks, they often gave random responses not specific enough to the question as detailed below:

This response was awarded 0 mark.

- 9 Food service staff need to be aware of the ingredients used in food products to meet the needs of customers.

Explain **two** other reasons why this is important.

1. The customers can ~~like~~ <sup>enjoy</sup> the taste of different ~~foods~~
2. To make the food last longer

**Q10**

**Targeted Specification Area: Learning Aim B1**

This question proved to be a challenge to some students with few gaining the full four marks and were unable to explain two reasons why alternatives to meat are becoming more popular as detailed below;

This response was awarded 0 marks.

- 10** Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

because it's lighter and some people like a drink with their meal

<sup>2</sup> the weather is getting warmer so people are not going to want something hot & fatty.

This response was awarded 0 marks.

- 10** Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

1. Because if you get fat from meat you can turn it into muscle easily

2. It would be nice to change something from proteins to meat, if just to keep that healthy balance,

This response was awarded 1 mark.

**10** Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

Explain **two** other reasons why alternatives to meat are becoming more popular.

1 because more people want to be in a healthy diet-

2 You will be able to get more customer in to your restaurants

This response was awarded 1 mark.

**10** Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

1 because they are more healthier than normal

2 ~~Also~~ another reason is because it can add to the regular daily intake.

This response was awarded 2 marks.

10 Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

1 Many people are becoming vegetarians so they are reducing how much meat is in foods; this is so then vegetarians have more of a choice of what to eat, this is because it does not have any meat in.

2 Many people prefer eating vegetables than meat as they see it as a healthier option. Most of the meat nowadays is fatty so many people do not like it as much as they used to.

This response was awarded 3 marks.

10 Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

1 Meat alternatives are becoming more popular because everyone is going with the healthy eating trend which means less people are eating processed meats.

2 They also could be much cheaper than meat which would mean more people would go for cheaper option.



This response was awarded 4 marks.

**10** Alternatives to meat such as tofu and vegetable protein are becoming increasingly popular in some restaurants as they are seen as being healthy.

Explain **two** other reasons why alternatives to meat are becoming more popular.

1 because more people are becoming vegan/vegetarian where they don't eat meat, so there going to want replacements.

2 meat is more expensive usually in restaurants so some people may not be able to afford to buy a <sup>meals</sup> ~~meat~~ with meat in so they buy ~~a~~ something else.

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 when answering 'explain' questions.

**Q11****Targeted Specification Area: Learning Aim B1**

This question was in a different format from the others on the paper and allowed students to demonstrate their extended writing and evaluative skills.

It did prove to be challenging for students with many responses listing a range of ideas with repetitive answers and covering only one point when discussing what hospitality managers could do to assist with the wellbeing of the business traveller.

Common responses tended to focus on the suitability of dishes, nutritional values and options all relating to healthy eating. In addition to this particular food options available to the business traveller were explored detailing various options available.

Leisure facilities and the wellbeing of the business traveller was also explored further demonstration by students showing a higher level of understanding to the question

Stronger candidates were able to discuss three or four key points whilst a few students obtained higher marks as the key points identified were discussed in detail with strong justification.

This response was awarded 6 marks (Level 2)

**11** Business travellers are a very important target market for many hotels. It can be difficult for business travellers to maintain a healthy lifestyle.

Discuss what hospitality managers could do to assist with the wellbeing of the business traveller.

They can provide healthy and nutritious meals which would give the business travellers a balanced and healthy diet whilst staying at the hospitality managers hotel:

Hospitality managers could provide a business travellers package deal. This could include access to the hotel's gym and wellbeing facilities. This would provide a healthier life-style for the business traveller as they are keeping active and burning off any excess calories from unhealthy foods they may have consumed on their travels prior to arriving at the hotel.

Another way hospitality managers could assist with the well-being of business travellers is by using quality mattresses within the hotel. This would help with the well-being of the business travellers as they are getting a good nights sleep and time to relax and unwind.

The following responses gained three marks, the learner identifying a number of valid points but the justification is repetitive with most points being generic

This response was awarded 3 marks.

11 Business travellers are a very important target market for many hotels. It can be difficult for business travellers to maintain a healthy lifestyle.

Discuss what hospitality managers could do to assist with the wellbeing of the business traveller.

They can be discussed first ~~with~~ with business traveller and give them advice ask them what they want to eat take their orders provide them healthy food. Make sure they used the healthy ~~ingred~~ ingredients and give them good service as a possible. make sure they provide them a healthy food so then they can be wellbeing. For ~~exam~~ example: fish with boiled potatoes or boiled vegetables instead of oily chips which is make your body unhealthy and gives you too much fat. pouch roasting is also good instead of frying again as I said too much oily <sup>and salt</sup> things are not good for your health they can make you fat and also your cholesterol level can go higher salt is bad for you is well done put too much in your food.

(Total for Question 11 = 8 marks)

Healthy meal options were identified with leisure facilities, availability of various services to aid the traveller's wellbeing mainly overlooked and in most cases, there was little expansion or no expansion for the discussion points identified.

This response was awarded 1 mark.

**11** Business travellers are a very important target market for many hotels. It can be difficult for business travellers to maintain a healthy lifestyle.

Discuss what hospitality managers could do to assist with the wellbeing of the business traveller.

① Firstly, I think that hospitality managers could offer more healthy option foods to customers to make certain they assist with the well-being of the business travellers.

② Also, hospitality managers could show the travellers what foods they offer in the hotel to show what they can eat in the hotel which may help their well-being.

③ Hospitality managers could show the business managers exactly how they cook all the meals so the travellers can have proof they have seen evidence of how they make the foods.

④ Also, if they have seen exactly how the food is made, travellers can promote the hotel and give them a high star rating which will encourage more people (Total for Question 11 = 8 marks) to go

Where students gained no marks, they often gave responses not relating to and not answering the question.

This response was awarded 0 marks.

**11** Business travellers are a very important target market for many hotels. It can be difficult for business travellers to maintain a healthy lifestyle.

Discuss what hospitality managers could do to assist with the wellbeing of the business traveller.

Business manager can record  
the ~~best~~ hotels by letting  
them know where to ~~improve~~.  
Also, if there's any problems  
in the area such as pollution,  
~~to~~ to the local area this  
can affect the business. ~~Business~~  
Manager must show the  
Business traveller around to  
see if it's safe to be around.  
If it's in a wrong area this  
could affect the business.

## Summary

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

- 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.
- Focus on ensuring that students 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
- 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.
- Encourage students to read exam questions completely before answering them and to take advantage of the extra reading time that is allowed for this paper.
- Focus on ensuring students can recognise the demands of a question with the 'explain' command word, as it is an important part of a learner's exam technique.
- The use of practice papers under examination conditions will support students to improve exam techniques whilst also supporting effective time management
- Direct and encourage students to prepare their questions, use the additional time for reading the questions, scenarios and contexts thoroughly before attempting to answer
- Support students to improve exam techniques by including tuition in the run up to the exam series and by encouraging them to read exam questions carefully

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