

Lead Examiner Report June 2019

BTEC Level 1 / Level 2 First in Hospitality Unit 1: Introducing the Hospitality Industry





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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, at Distinction, Merit and Pass.

Setting grade boundaries

When we set grade boundaries, we look at the performance of every learner who took the external 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 is 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 external assessment 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 assessment, because then it would not take accessibility into account.

Grade boundaries for this, and all other papers, are on the website via this link:

http://qualifications.pearson.com/en/support/support-topics/results-certification/gradeboundaries.html

Grade	Unclassified	Level 1	Level 2		
Crude		Pass	Pass	Merit	Distinction
Boundary Mark	0	12	21	30	40

Unit 1: Introducing the Hospitality Industry



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 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 learners for future examination series.

Introduction to the Overall Performance of the Unit

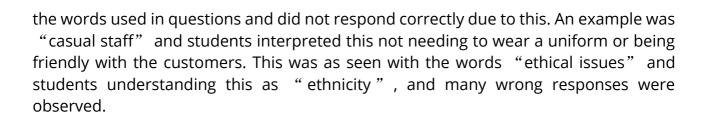
This is the 12th paper taken by students for this unit. Students generally responded well to the range of questions in the paper. Teachers are becoming more used to the types of questions used and are overall, preparing students.

Across a range of papers seen, there are still elements of the specification that have not been covered well or the knowledge retained by some students. In particular, ethical issues and trends, the support offered by other businesses, business ownership and the labour market, respectively. Teachers are reminded that the entire specification is in the range for this examination, so all learning aims must be taught. Students need to have studied each aspect of the unit before taking this paper.

There was a distinct difference between the students who were able to respond to the higher demand questions through identifying points and then linking their answer to the context of the question and those who could not.

It was noted that some students did not comprehend the information in the question. Their answers were a repeat of the question or previous questions, and this could not be credited. This was evident in part B of a question of the question paper with many students giving the same response for all questions. The students also misinterpreted





Students still need to improve how they write responses to the active verb in questions. This could be seen in the answers given by students when they have been asked to explain but have only listed the point. This is particularly important for students to be able to do when questions ask for an expansion point. Two or three marks have been lost in some questions by students as they have listed and not explained their answers. Centres should be encouraging students to give two different responses if required in a question and expand on both responses to gain full marks at the higher demand questions. Across a range of papers, there was a mixed level of performance seen at pass and merit.

The extended answer question at the end of the paper was not answered well by students. Many students listed a response and did not expand on this demonstrating their lack of knowledge and understanding of the unit content being assessed. These students could only be awarded from the lower band level in the level-based grid.

Teachers should encourage students to look at the level-based grid in the mark scheme in preparation for these extension questions.

The best performance came from students who had both breadth and depth of the subject within the unit. These students were able to bring together their understanding of the hospitality industry and apply their knowledge to complex contexts involving small case studies. They were able to draw on their knowledge of the social, environmental and ethical issues and trends that impact on hospitality. They were also able to make valid judgements of positive and negative impacts based on the analysis of given information.

Students who had been prepared well for writing the long answer questions (giving precise and detailed answers covering all sides of the argument or scenario) tended to perform well on this paper. They evaluated the factors within the hospitality businesses and how they respond to trends and issues drawing on appropriate concepts showing the depth of knowledge and development of understanding.



BTEC



Individual Questions

Q1 Targeted Specification Area: A1 – Products

Which **one** of these is a product offered by the hospitality industry?

This item was a multiple-choice question that required the students to Identify a type of product offered by the hospitality industry. This required the same level of demand as previous multiple-choice items (requiring the students to simply recall a part of the specification). In this case, one response was required with most students giving the correct answer. The correct response was C Food. This part of the specification has been tested before as a short written response and as a multiple-choice question.

Q 2 Targeted Specification Area: A3 – Banks

Give **one** type of service offered by banks to support the hospitality industry.

This item was a short response question that asked students to give one type of service offered by banks to support the hospitality industry. It had a good response from students the most correct answers being loans and financial services.

Some incorrect responses seen related to advertising and food banks showing a misunderstanding of words in the question.

This response was awarded 1 mark	
2 Give one type of service offered by banks to support the hospitality industry. When S	
(Total for Question 2 = 1 r	
This response was awarded 0 marks	
2 Give one type of service offered by banks to support the hospitality industry.	
(Total for Ouestion 2 = 1 ma	



Q 3 Targeted Specification Area: A1 - Accommodation

A hotel is an example of a hospitality business that offers accommodation for paying guests.

Give **one** other type of business that offers accommodation within the hospitality industry.

This item was a short response question that asked students to give an example of a hospitality business that offers accommodation. It had a good response from students the most correct answers being bed and breakfast and hostels.

Some incorrect responses seen related to general hospitality businesses or brand names which could not be awarded.

This response was awarded 1 mark

3 A hotel is an example of a hospitality business that offers accommodation for paying guests.

Give **one** other type of business that offers accommodation within the hospitality industry.

breakfast and

(Total for Ouestion 3 = 1 mark)

This response was awarded 0 mark

3 A hotel is an example of a hospitality business that offers accommodation for paying guests.

Give **one** other type of business that offers accommodation within the hospitality industry.

resturant

(Total for Ouestion 3 = 1 mark)





Q 4 Targeted Specification Area: A3 - Travel agencies

Give **one** type of service offered by travel agents to support the hospitality industry.

This item was a short response question that asked students to give one type of service offered by travel agents. It had a mixed response from students the most incorrect answers were linked to the job performed by travel agents and not linked to support offered. This question has been asked before in previous papers in various formats. This response was awarded 1 mark

4 Give one type of service offered by travel agents to support the hospitality industry.

Bookino Services

(Total for Question 4 = 1 mark)

This response was awarded 0 marks

4 Give one type of service offered by travelagents to support the hospitality industry.

(Total for Question 4 = 1 mark)

Q 5 Targeted Specification Area: A1 - Membership clubs

Which **one** of these is a type of membership club.

This item was a multiple-choice question that required the students to identify a type of membership club. This required the same level of demand as previous multiple-choice items (requiring the students to simply recall a part of the specification). This question did not perform as well as expected with mixed responses being seen.

This part of the specification has been tested before as a short written response and as a multiple-choice question.

The correct response was A Politically affiliated.

Q 6 Targeted Specification Area: A1 - Events

Give **two** examples of events offered by the hospitality industry.

This question was answered as well as expected with students being asked to give two examples of events. There was a good response seen with most students gaining two marks. The responses awarded were for, weddings, parties music events and conferences. Some responses seen showed little or no understanding of the question.

This question has been asked in almost all previous exams and is performing well.

This response was awarded 2 mark

Give two examples of events offered by the hospitality industry. 6

festival (2 confrence

(Total for Question 6 = 2 marks)

This response was awarded 1 mark

6 Give two examples of events offered by the hospitality industry.

events Sussines this events because RAINING (Total for Question 6 = 2 marks)

This response was awarded 0 marks

6 Give two examples of events offered by the hospitality industry.

1 They could clean your hotel roc 291re you a refund and make meal (Total for Question 6 = 2 marks)

Q 7 Targeted Specification Area: B1 – Disciplinary

Give **one** way a hospitality business can make sure new staff follow company procedures.

This question was a short response question which was answered as expected. The most common response seen was monitor them and give them a book to follow. This question has been asked in almost all previous exams and is performing well.

This response was awarded 1 mark

7 Give one way a hospitality business can make sure new staff follow company procedures.

- booklet OV olicies

(Total for Question 7 = 1 mark)

This response was awarded 0 marks

7 Give one way a hospitality business can make sure new staff follow company procedures.

go on a course to learn how to speak/treat Customers

(Total for Question 7 = 1 mark)

Q 8a Targeted Specification Area: A2 - Types of business ownership

Give **one** other type of business ownership.

This item was a short response question that asked students to give one type of business ownership. This question did not perform as well as expected. The incorrect responses seen showed little or no understanding of the question. This question has been asked in previous papers in the same format. The most common correct answers seen were sole trader and franchise.





(1)

(2)

This response was awarded 1 mark

- 8 Bruce and Maureen own a cafe as a partnership.
 - (a) Give **one** other type of business ownership.

sole trader

This response was awarded 0 marks.

8 Bruce and Maureen own a cafe as a partnership.

(a) Give one other type of business ownership.	(1)
owning a sootball club 50/50	

Q 8b Targeted Specification Area: A2 - Advantages of a partnership

Explain **one** advantage of owning a business as a partnership.

This item was a short response question that asked students to explain one advantage of owning a business as a partnership. It was written to follow on from 8a. This question has been asked in previous papers in a similar format.

This response was awarded 2 marks.

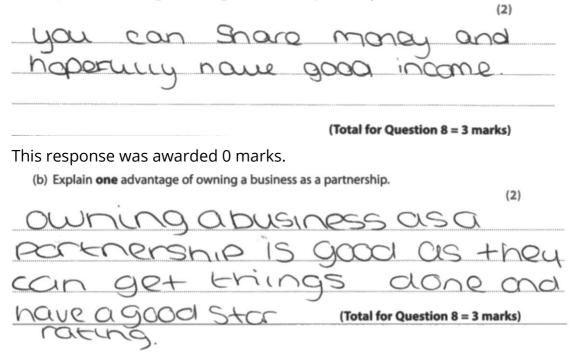
(b) Explain one advantage of owning a business a	s a partnership.
--	------------------

You can have more time off as the other people
in the partnership can look after the business if you
are sick or on holiday.
(Total for Question 8 = 3 marks)

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This response was awarded 1 mark.

(b) Explain one advantage of owning a business as a partnership.



Q 9 Targeted Specification Area: B1 - Documents used in the purchasing cycle - invoice

Name the document that informs customers how much they need to pay for products they have received.

This item was a short response question that asked students to name a specific document from the purchasing cycle. The question is a straightforward recall form the specification Students did not respond well to the question and gave an answer that could be awarded. This question has been asked in previous papers in a similar format and did not perform as well.

This response was awarded 1 mark

9 Different documents are used in the purchasing cycle.

Name the document that informs customers how much they need to pay for products they have received.

Invoice informs castomers how much neld

(Total for Question 9 = 1 mark)





This response was awarded 0 marks.

9 Different documents are used in the purchasing cycle.

Name the document that informs customers how much they need to pay for products they have received.

Bill

(Total for Question 9 = 1 mark)

Q 10 Targeted Specification Area: B1 - Managing costs - Factors that impact on gross profit - portion control

Explain **one** way portion control can help to maintain profits.

This item was answered as well as expected. It was designed to test managing costs. There was a mixed response seen with most students gaining at least one mark. This question has been asked in a previous paper in a different format.

This response was awarded 2 marks

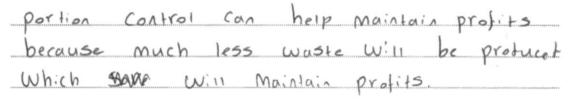
10 Explain one way portion control can help to maintain profits.

It can help because you	won't byy
600 much of that product.	so there
win be less worste.	

(Total for Question 10 = 2 marks)

This response was awarded 1 mark

10 Explain one way portion control can help to maintain profits.



(Total for Question 10 = 2 marks)



This response was awarded 0 marks. 10 Explain one way portion control can help to maintain profits. Portion control can help the hospitality industry using less ingredients on Food for customers.

(Total for Question 10 = 2 marks)

Q 11 Targeted Specification Area: C1 - Trends and issues - healthy eating

Give **two** other ways the pub can respond to healthy eating trends

This item was responded to as expected by students with most students gaining one mark. The students were asked to give two ways healthy eating trends can be responded to. The students who gave incorrect responses showed little understanding of the question. Vegetarian and vegan were also popular incorrect responses seen. The question has been asked in previous papers in various forms.

This response was awarded 2 marks

11 A pub offers all-you-can-eat specials but wants to respond to healthy eating trends.

One way it can do this is by portion control.

Give two other ways the pub can respond to healthy eating trends.

1 they can add heatly food on the menue such as salad and vegetables. 2 Make sure to give the meat it's healty or.

(Total for Question 11 = 2 marks)





This response was awarded 1 mark

11 A pub offers all-you-can-eat specials but wants to respond to healthy eating trends.

One way it can do this is by portion control.

Give two other ways the pub can respond to healthy eating trends.

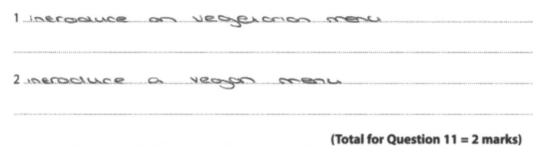
puying marrets - by food fron obell male 2015 ~ philt 200 200 meet, so it gas no of 20 (Total for Question 11 = 2 marks) 0F countes fax

This response was awarded 0 marks

11 A pub offers all-you-can-eat specials but wants to respond to healthy eating trends.

One way it can do this is by portion control.

Give two other ways the pub can respond to healthy eating trends.



Q 12 Targeted Specification Area: B1 - Types of suppliers - company nominated suppliers

Give **two** advantages of using this type of supplier.

This item performed as expected on the paper with most students gaining at least one mark. Most students attempted to answer this question showing a good understanding of the topic by students. Students were asked to give two advantages of using a nominated supplier. The students that gained no marks for this question showed no understanding of the subject being tested.





This response was awarded 2 marks

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12 A workplace restaurant uses a company nominated supplier for all its ingredients.

Give two advantages of using this type of supplier.

1 The Food is consistant So cus	tomes know what to expect
lines they wont to go again.	
2 They save time as they dont need	to look everyware For
ingresonce.	
	(Total for Question 12 = 2 marks)

This response was awarded 1 mark

12 A workplace restaurant uses a company nominated supplier for all its ingredients.

Give two advantages of using this type of supplier.

1 The FOOD is consistant So customer know knot to expect
linen trey wont to go again.
2 They save time as they dont need to look everyware For
ingresionce.

(Total for Question 12 = 2 marks)

This response was awarded 0 marks

12 A workplace restaurant uses a company nominated supplier for all its ingredients.

Give two advantages of using this type of supplier.

1 you extra	ing the	jood you	wont with	
	be dose	as you have	e chosen it,	

(Total for Question 12 = 2 marks)





Q 13 Targeted Specification Area: C1 - Ethical issues - Equal opportunities

Hospitality businesses must give equal opportunities to all staff.

Give examples of how hospitality business can do this.

This item responded as expected and has been tested in previous papers. It was designed to test students understanding of equal opportunities. There was a mixed response seen with most students gaining at least one mark. Most of the correct responses seen were equal pay. Some students' responses reflected their learning environment with common incorrect responses being, every one has to take a turn to wash up.

This response was awarded 2 marks

13 Hospitality businesses must give equal opportunities to all staff.

Give two examples of how a hospitality business can do this.

1 Treat all the staff fairly 2 Give the staff Equal pay.

(Total for Question 13 = 2 marks)

This response was awarded 1 mark

13 Hospitality businesses must give equal opportunities to all staff.

Give two examples of how a hospitality business can do this.

Treat them all the same.

2 They should get a decent income.

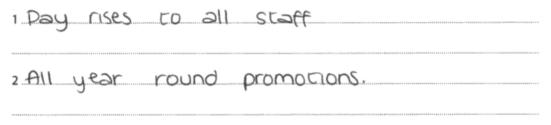
(Total for Question 13 = 2 marks)



This response was awarded 0 marks

13 Hospitality businesses must give equal opportunities to all staff.

Give two examples of how a hospitality business can do this.



(Total for Question 13 = 2 marks)

Q 14 Targeted Specification Area: A1 - Pubs and bars - free house

Explain what is meant by the term free house.

This item did not perform as expected on the paper. It was designed to test student' s knowledge of types of pubs and bars. Student responses seen were mixed with some students showing little understanding of the question asked and being unable to develop their response as seen below awarded one mark.

This response was awarded 2 marks 14 Pubs and bars can be operated as free houses.

Explain what is meant by the term 'free house'.

owend pa ane one food buy Can any Supplier Prom alcohoi Or brewri (Total for Question 14 = 2 marks)





This response was awarded 1 mark

14 Pubs and bars can be operated as free houses.

Explain what is meant by the term 'free house'.

free 1	Nouse mea	ns itis)	e person	
1911 - Donorman y shekalari i - Donorma						
This rosp	onse was av	varded 0 m	arks	(Total for Q	uestion 14 = 2	marks)
•						
14 Pubs and	d bars can be op	erated as free l	iouses.			
Explain v	what is meant by	the term 'free	house'.			
The	term	free	house	2 🕋	Means	it is
<u>a</u> 0	pen pla	ice t	nat is	Ope	in to	everyone
						1

				(Total for (Duestion 14 = 2	marks)

Q 15 Targeted Specification Area: C1 - Innovative marketing - use of social media to promote facilities to business customers.

Explain **two** advantages for the hotel of using social media to attract customers.

This item did not perform as well as expected. This style of question is thought to be assessible to students. The students were asked to explain two advantages of social media attracting customers for the hotel. Most responses seen were generic or repetitive and could not be awarded four marks.





This response was awarded 4 marks

15 A newly opened city hotel wants to attract more customers. It has decided to carry out a social media marketing campaign.

Explain two advantages for the hotel of using social media to attract customers.

1 Everyone has Social Media Gerefore more people will see it than it it was on the news. Attracts a wider range of austomers 600. 2 Cheaper, you don't need to pay someone to hand out reafrets. It is also less likely for it to in the bin. (Total for Question 15 = 4 marks)

This response was awarded 3 marks

15 A newly opened city hotel wants to attract more customers. It has decided to carry out a social media marketing campaign.

Explain two advantages for the hotel of using social media to attract customers.

1 alot more people are on social media
So if you post it then more and more
people will share the post to set
the word round
2 auso by using Social media you will
be able to get reviews & if they are
Good reviews then more and more
People will come.

(Total for Question 15 = 4 marks)



This response was awarded 2 marks

BTEC

15 A newly opened city hotel wants to attract more customers. It has decided to carry out a social media marketing campaign.

Explain two advantages for the hotel of using social media to attract customers.

1 MOSE		Of	the	9	opura	hon	un	L
See	th	e O	duerti	sem	ent	and	revie	ws
00	this	ras	lince	fac	oboox	there	fere	will
give	it	a	try.					
2 Peopl	٩	will	See	if	they	have	an	4
offers		or	thi	nas	ő	three	ngh)
Socia	L	mer	lia.	<u> </u>			9	

(Total for Question 15 = 4 marks)

This response was awarded 0 marks

15 A newly opened city hotel wants to attract more customers. It has decided to carry out a social media marketing campaign.

Explain two advantages for the hotel of using social media to attract customers.

good so, the people It makes 1 make It. LOOK want to go there. and popular 2 Put posters around leaflets show them the website.

(Total for Question 15 = 4 marks)

Q 16 Targeted Specification Area: B1 - Controlling staff - induction/health and safety

Explain **two** ways workplace procedures for health and safety in the new staff induction handbook can help to reduce accidents.





This item is a four-mark question where students are asked to explain two ways the staff induction handbook can help to reduce accidents. In many responses seen students gave examples of accidents or repeated the question which could not be awarded.

This response was awarded 4 marks

16 A restaurant manager is writing a new induction handbook for staff containing workplace procedures for health and safety.

Explain **two** ways workplace procedures for health and safety in the new staff induction handbook can help to reduce accidents.

each member of staff knows 1 10 procedures safety, less of the nealth LUY Staff accident have an as they KNOW prevent it 2 The mandbook is arways available and 9 pack LOOK SO stop can to at 10 the MON KOLOC S LOOKS wrond

(Total for Question 16 = 4 marks)

This response was awarded 3 marks

16 A restaurant manager is writing a new induction handbook for staff containing workplace procedures for health and safety.

Explain two ways workplace procedures for health and safety in the new staff induction handbook can help to reduce accidents.

1 It is compulsory for all staff members to reach
the induction handbook and if they have read the
procedures themselves, they are more likely to
follow it.
2 The workplace procedures for health and
safety are in place to prevent accidents
and if staff are awave of them they
their chances of an accident is summer
(Total for Question 16 = 4 marks)





This response was awarded 2 marks

16 A restaurant manager is writing a new induction handbook for staff containing workplace procedures for health and safety.

Explain **two** ways workplace procedures for health and safety in the new staff induction handbook can help to reduce accidents.

1becaus	e fr	LY.	6111	kne	u	hau
en	acciden	Ł	Cent	d	happen	
so	bey	Card			E	
			$\left(\mathcal{A}^{\dagger} \right)$	1 10	ock	out
ю	See		ic	one	Calla	
happen	.					

(Total for Question 16 = 4 marks)

This response was awarded 0 marks

16 A restaurant manager is writing a new induction handbook for staff containing workplace procedures for health and safety.

Explain **two** ways workplace procedures for health and safety in the new staff induction handbook can help to reduce accidents.

(Total for Question 16 = 4 marks)
make more accidents.
others, so it doesn't happen to them as that will
spillage or something so at least it warns
2 By putting out floor signs if there is a
there.
washed, clean surfaces throughout the day working
tidy, putting things back once they have been
1 making sure everything is kept clean and





Q 17a Targeted Specification Area: C1 - Labour market

Give **two** advantages for the company of employing casual staff

This item was the question first question in the second part of the paper, and the question is linked to the scenario. The students are asked to give two advantages of employing casual staff. In responses seen it was apparent some students did not understand the word "casual" as it is meant in the question. Common incorrect responses seen referred to not needing to ware a uniform and speaking friendly with guests.

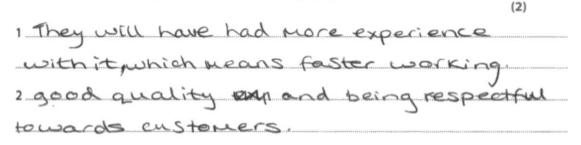
This response was awarded 2 marks

- 17 The company is going to use a recruitment agency to hire casual staff for the wedding event.
 - (a) Give two advantages for the company of employing casual staff.

(2) 1 They don't have to keepthem on after -le event takes place 2 They already have experience so they don't have to train them.

This response was awarded 1 mark

- 17 The company is going to use a recruitment agency to hire casual staff for the wedding event.
 - (a) Give two advantages for the company of employing casual staff.







This response was awarded 0 marks

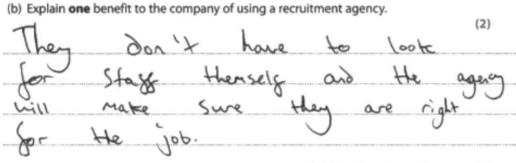
17 The company is going to use a recruitment agency to hire casual staff for the wedding event.
(a) Give two advantages for the company of employing casual staff.
(2)
1 It can fit a less for mal theme better
2 Guests feel at ease and are more comforted by more casual staff.

Q 17b Targeted Specification Area: A1 - Recruitment agencies

Explain **one** benefit to the company of using a recruitment agency.

This item was designed to follow on from 15b asking students to explain one benefit of using a recruitment agency. Students responded as expected to this question. This subject has been tested in previous papers in similar ways.-Most students gave one response and explained the answer. The most common correct responses seen were linked to taking pressure of the business.

This response was awarded 2 marks



(Total for Question 17 = 4 marks)



This response was awarded 1 mark

(b) Explain one benefit to the company of using a recruitment agency.

Recruitment agency ensures Company that they will employees	(2) Ene recive
(Total for Question 17 = 4) This response was awarded 0 marks	marks)
(b) Explain one benefit to the company of using a recruitment agency.	(2)
Money is the important because you	can
Make more mone for ye bugginies. or work.	ier
(Total for Question 17 = 4 n	narks)

Q 18 Targeted Specification Area: C1 - Ethical issues and trends

Explain **two** disadvantages for the company of sourcing the food locally

This item was an explain question worth four marks and students had to explain two disadvantages for the company of sourcing local food. The question performed as well as expected with a mix of responses seen. Most students gained at least two marks either by listing two disadvantages or explaining one with reasons given. This subject has been tested in many previous papers.





This response was awarded 4 marks

18 The client has requested locally sourced food items to be provided at the wedding. The company will be catering for both the lunch and evening meals.

Explain two disadvantages for the company of sourcing the food locally.

foo daa m pressauro ext f8 Ia DN ill S ma eve 1050 aut α pr MULEO Stau (α) 2 0 (Tet neur una N au ru me foa provap Ø 90

This response was awarded 3 marks

18 The client has requested locally sourced food items to be provided at the wedding. The company will be catering for both the lunch and evening meals.

Explain two disadvantages for the company of sourcing the food locally.

1 Could be more expensive becage its locally grown this could very could kin out of money Couse producin Genore

2 There might be a possibility that they might not have enough of the ingreduced

(Total for Question 18 = 4 marks)





This response was awarded 2 marks

18 The client has requested locally sourced food items to be provided at the wedding. The company will be catering for both the lunch and evening meals.

Explain two disadvantages for the company of sourcing the food locally.

companies 1 The Local are MOTE. skeli Lot Q. customers 0 which puts S business the off in which lunits what little pricey be for the event. afford cart car CC (Total for Question 18 = 4 marks) This response was awarded 1 mark 18 The client has requested locally sourced food items to be provided at the wedding. The company will be catering for both the lunch and evening meals. Explain two disadvantages for the company of sourcing the food locally. COU Could be E More expensive 2

(Total for Question 18 = 4 marks)

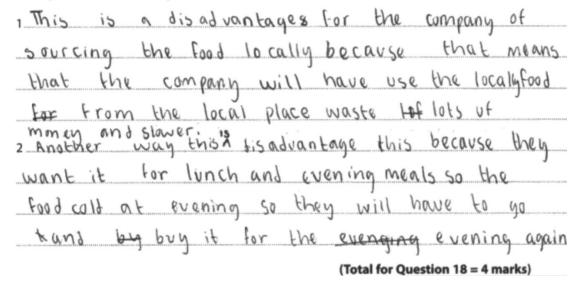


This response was awarded 0 marks

BTEC

18 The client has requested locally sourced food items to be provided at the wedding. The company will be catering for both the lunch and evening meals.

Explain two disadvantages for the company of sourcing the food locally.



Q 19 Targeted Specification Area: C1 - Ethical issues and trends - use of disposable packaging

Explain **two** disadvantages for the company of using disposable items

This item asked students to explain disadvantages of using disposable items. It is a very topical subject and students expected to respond well to this question. Responses seen were mixed with most students gaining two marks. This area of the specification has been tested before in previous papers in different formats. The most common response seen was linked to waste.

This response was awarded 4 marks

BTEC

19 The company uses disposable items such as plates, napkins and trays when catering for events.

Explain two disadvantages for the company of using disposable items.

1. so many disposible items isn't good DISPOSING For the enviolment because they are mostly made of paper which is really washer . 2 Disposable items can't be used again so that cost's more money to buy new items for next event. the

(Total for Question 19 = 4 marks)

This response was awarded 3 marks

19 The company uses disposable items such as plates, napkins and trays when catering for events.

Explain two disadvantages for the company of using disposable items.

more waste, bad for the 1 asphere, pollution 2 may lower their reputation CLIENTS to other (Total for Question 19 = 4 marks)



This response was awarded 2 marks

19 The company uses disposable items such as plates, napkins and trays when catering for events.

Explain two disadvantages for the company of using disposable items.

going to have to buy a 1 thee are amount of disposables 2 bod for the environment (Total for Question 19 = 4 marks) This response was awarded 0 marks 19 The company uses disposable items such as plates, napkins and trays when catering for events. Explain two disadvantages for the company of using disposable items. 1 The items may not be clean and could have spead baderia this may cause people to be ill. 2 to The people allending the event may notice that the foo plates, naphips and trays are unclean from when they have been used before. Found The company could then be given complaints on hygiene. (Total for Question 19 = 4 marks)



Q 20 Targeted Specification Area: C1 - Trends and issues - environment/ethical issues

Discuss what ideas the hotel chain could consider to improving its ethical and environmental practices.

This item was the extended writing question the last question on the paper, and this question did not perform as expected. Most students wrote an extended response to the question. Few students listed answers with some student's discussing the question. Fewer blank responses were seen in this paper than in previous years showing the work undertaken by Centers to prepare students for exams. The students had to discuss ways ethical and environmental practices could be improved. Some students' mis-interpreted the word ethical for ethnicity and discussed different restaurant concepts and menus e.g. Indian and Italian foods. The responses seen that were awarded one mark needed to expand on their identified points to be credited more marks.





These responses were awarded 6 marks

20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues solar pormer
In order to do this, it has asked its senior managers to develop <u>new menu concepts</u> and <u>environmental policies and procedures that can be implemented across the</u> hotel chain.
Discuss what ideas the hotel chain could consider to improve its ethical and environmental practices.
The notes charin should consider improving it's ensurounderstar practices.
To do this, the neters should constitut solar ponnels. This means less
ere corricity is being used and the noter saves property in the long run.
The hour could also influence guescs to be more environmently
priendly. This can be done by asing guests to reuse towers.
turn of tights when not in use and turn of electrical appliances
when they one not being what
Funthermone, the sension managers should consider using fairty ade
produces to develop new menu concepts. They should also ensure the
animan welfane of any mean being provided to guests.
In order to implement new extrical practices by repring the
confidentioning of our guess' decuis and the possesions.
ALSO, the noted chain shound reconsider with anitement
pood providents that provide Fresh and cheap products
(Total for Question 20 = 8 marks)



20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

BTEC

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

prin n its monu orguest rooms 0 ٥ 8 21 HOU H water neters to aut down water np bus service to collect people to а note 0 en CU aont solar panels to top of hotel to Ktan ary 5 Va windows to u a n Monu Ð ٥ (Total for Question 20 = 8 marks)





These responses were awarded 5 marks

20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.	
In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.	
Discuss what ideas the hotel chain could consider to improve its ethical and environmental practices.	
· One ethical environmental improvement the holes can make	
15 too reuse items such as bowers or clothes for example	
wash instead bying new cicilies.	
. The hoter could use more recycloble litens in the workpiece	
this is better for the environment as less wate is	
being aisposed and dumped.	,
· They managers and pessiony implement the menu to	
· They mangers could take into consideration people	
with diestery need such as laclose intellerance, ugos,	
regeration and halo ! they could base their menus	
scand this.	
· Instead of the hotel chain throwing losal away the	
cauld donate the feed to home less people/shelters	
not only does this better the environment but it also	
(educes food wastage, (Total for Question 20 = 8 marks)	



20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

BTEC

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

Discuss what ideas the hotel chain could consider to improve its ethical and environmental practices.

Firstly, I believe that the hotel chain could consider Using tart fourtrade products in Filts noter. Thus is because four trade is etuc and organic and May consumers/people dre starting to use fairtrade as it is organic and we ber benefit the Farmers as they would get a wage. Secondary I believe the hoter should also focus on Utity bins. This is because this will benefit the notes and the environment of BLOSS electricity is being used i lest less woute is being throw thrown, less gas & is being used which therefore will not increase the chance of GIOBAI worning, People we se that the hope i is becoming eco-freciding and helping save the environment Which therefore May abtract More customers. Tototototototototo overall the notel could berefit from this because the Notel is saving more money by considering being et more ethics and et environmental Friendly. (Total for Question 20 = 8 marks)



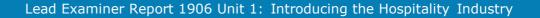
These responses were awarded 4 marks

20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

One idea that a here chain could use to improve on its exical and environenter. us Loacany Scorced protetices is FO food enseed ef cising imported food, using imported food it cousi's When empisions e.g. Having ingreadiants 6 vouglo from omnica buy air craft or aver couses immisions so loacong boot Scoved food Uses LESS IMUSIOUS tionsport. Also using LED LIGHTS 60 Save pues me amout of electrisary betel caice uses the that also in salating the hotel chairns rooms using double glasiag and MORE dawa cut on the aut Would ferent heat ing és. cised of chel hainy to use to aney a Sincall to heat heat flyroomy. autort Ct

(Total for Question 20 = 8 marks)



20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

BTEC

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

Could Consider not P WWW hing PLASE TI. C ney we ironnent au elt P cal moronner ά Cansidor Ð 0 end wind Sheet ned. Ph P Die Money CK e we won to Leep ť. CURY ond OVER , heu onsider MANALO Wung ev nt ma the M e San Ø V n

(Total for Question 20 = 8 marl





al los

environmental issues.
In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.
Discuss what ideas the hotel chain could consider to improve its ethical and environmental practices.
The hotel chain could consider not using
disposable items as this cause wastage
for the business This leads to environmental
issues and more costs that the business has bo
pay for. Futhermore, the hotel chain could
consider recycling as it is good for the
businesses reputation as because it shows to business is trying to the customers that they are proceed to improved the environment which makes customers Comforble to go unit feel more conformation to the
feel more conf competed seconding to the
hospitality business as they would feel like they
aren't affecting the environment.
-

0 A hotel chain wants to enhance its reputation regarding ethical and

(Total for Question 20 = 8 marks)





This response was awarded 2 marks

0 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

Cut down food on wast MUSE they appropr ate tions pply item like Cu stomer USP able dispos guest haa ca per take 60 the OLE easil Can posed DR-Or mer USE includ 0 eg ons 00 0 101 suite e custome really DOGIONS unu JOL Should JOES moved proc er day 600 a Smel

(Total for Question 20 = 8 marks)



These responses were awarded 1 mark

20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

-No products animal -Eating health troposable pap items as plastic polution Causina (Total for Question 20 = 8 marks)





20 A hotel chain wants to enhance its reputation regarding ethical and environmental issues.

BTEC

In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.

environmental practices.	
They can recycle	the bottle Plastic
Container and narkins enviormentally. They	CON USE LESS Utilit
to help enviormentally the hygeine and Sur	J TO CON IMPROVEC
Circ viggente cried Sin	THEY OF THEN MOLE IS
engrane ar en anten anten ar en	
	(Total for Question 20 = 8 marks)





environmental issues.				
In order to do this, it has asked its senior managers to develop new menu concepts and environmental policies and procedures that can be implemented across the hotel chain.				
Discuss what ideas the hotel chain could consider to improve its ethical and environmental practices.				
· using toirtrade Andrid's the				
-				
Wing disspond Packaging				
0				
" They can use different types or need				
0				

20 A hotel chain wants to enhance its reputation regarding ethical and

(Total for Question 20 = 8 marks)





Summary of performance on the paper

In preparing for this external assessment, the following should be noted.

Students should:

- Be aware that the whole specification for this unit can be covered by this exam. All learning aims and unit content need to be taught.
- Understand the command verb and know by the marks allocated that the word "explain" and "discuss" means the answer must be expanded in some detail with justifications given for points identified.
- Read the question carefully and do not repeat the question in the response as marks cannot be awarded for this.
- Understand the focus of the question and answer according to the context i.e. should it be answered from a staff point of view or the business, is it a negative response that is required or a positive response.
- Students should be encouraged to respond to the extended answer questions and note down the information they know, even if they cannot construct an extended writing answer. This could be given in the form of a list if extended writing is not feasible.
- This paper is allocated 15 minutes' additional time for reading the questions, scenarios and contexts thoroughly before attempting to answer questions. Effective time management and the use of practice papers under exam conditions will support students to improve exam technique.
- Students should be encouraged to write within the correct area for each question to ensure the examiner fully has access to the responses and the context they are written. Students should encouraged to ask for extra paper if required to write their responses fully.









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