



# Examiners' Report Lead Examiner Feedback

January 2021

Pearson BTEC Firsts  
In Hospitality (21541E)  
Unit 1: Introducing the Hospitality Industry

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## Introduction

This report has been written to help you understand how students have performed overall in the exam. For each question, there is a brief analysis of student responses. You will also find examples of student responses to the questions, both well and poorly answered. These should help to provide additional guidance.

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

## Introduction to the Overall Performance of the Unit

This is the 14th 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 better for exams. This was evident in the long response questions, where more detailed responses were seen.

Across a range of papers, there are still elements of the specification that some students have not covered well or retained. In particular, A.3, personal services. B.1 operational procedures, controlling staff. C.1, ethical issues and trends, food miles. These are the area of the specification where many Students got questions wrong. These questions were spread throughout the paper and were tested as a short response question allowing learners to demonstrate knowledge and understanding of key terms. 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 by identifying points and then linking their answer to the question's context and those who could not. This was evident in one question, where learners were asked to explain one benefit of using a cash and carry. This topic has been tested in previous papers as a straightforward recall question and always performed well. In this paper, learners could identify the benefit of using a cash and carry but had difficulty in explaining their response.

Students still need to improve how they write responses to the active verb in questions. This could be seen in students' responses 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. Students have lost two or three marks in some questions as they have listed and not explained their answers. Centres should encourage students to give two different responses if required in a question and expand 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 attempted by most students but not answered well. 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. Many students also discussed one point in limited detail showing lack of detailed knowledge. 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 demonstrated both breadth and depth of their understanding of the subject within the unit.

Students who had been prepared well for writing the long answer questions (giving clear and detailed answers covering all sides of the argument or scenario) tended to perform well on this paper.

## Individual Questions

### Q1 Targeted Specification Area: A.1 - Hotels

A hotel is one type of business that may offer accommodation in the hospitality industry.

Give **one** other type of business that may offer accommodation.

This item was a short response question that required students to give one business that offers accommodation (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. This part of the specification has been tested before as a short-written response and as a multiple-choice question.

This response was awarded 1 mark.

**1** A hotel is one type of business that may offer accommodation in the hospitality industry.

Give **one** other type of business that may offer accommodation.

hostel

(Total for Question 1 = 1 mark)

This is an example of a common response.

**1** A hotel is one type of business that may offer accommodation in the hospitality industry.

Give **one** other type of business that may offer accommodation.

Bed and breakfast.

(Total for Question 1 = 1 mark)

This response was awarded 0 marks as a hospitals main business is not accommodation. Therefore, no marks could be awarded.

1 A hotel is one type of business that may offer accommodation in the hospitality industry.

Give **one** other type of business that may offer accommodation.

A hospital

(Total for Question 1 = 1 mark)

## Q2 Targeted Specification Area: A.3 - Type of support given- personal services

Five-star hotels may offer hairdressing as a personal service for customers.

Give **one** other personal service a five-star hotel may offer.

This item was a short response question mapped to personal services in the specification. Students had to recall one personal service offered by a hotel. This question was answered, as well as expected. The most common correct response seen was massage or beauty treatment. The most common incorrect responses seen were gym or spa which could not be awarded as these are areas within a hotel and not a personal service offered.

This response was awarded 1 mark.

2 Five-star hotels may offer hairdressing as a personal service for customers.

Give **one** other personal service a five-star hotel may offer.

A full body massage

(Total for Question 2 = 1 mark)

This response was awarded 1 mark.

2 Five-star hotels may offer hairdressing as a personal service for customers.

Give **one** other personal service a five-star hotel may offer.

Spa treatments

(Total for Question 2 = 1 mark)

This response was awarded 0 marks as it is not a personal service.

- 2 Five-star hotels may offer hairdressing as a personal service for customers.

Give **one** other personal service a five-star hotel may offer.

room service

(Total for Question 2 = 1 mark)

### Q3a Targeted Specification Area: A.1 Contract food service providers

The education sector may use contract food service providers to supply their catering.

State **one** other sector that may use contract food service providers.

This item was a short response question testing contract food service provider. It was answered as expected by most students giving the correct response. Prisons were a common response and were awarded under the "accept any other response" as it is linked to government from the mark scheme.

This response was awarded 1 mark.

- 3 (a) The education sector may use contract food service providers to supply their catering.

State **one** other sector that may use contract food service providers.

(1)

Prison

This response was awarded 1 mark.

- 3 (a) The education sector may use contract food service providers to supply their catering.

State **one** other sector that may use contract food service providers.

(1)

hospitals



This response was awarded 0 marks as accommodation is not classed as a sector.

- 3 (a) The education sector may use contract food service providers to supply their catering.

State **one** other sector that may use contract food service providers.

(1)

The accomodation sector

### Q3b Targeted Specification Area: A.1 Outsourced

Identify the name given to contract food service providers.

This item was a multiple-choice question that required the students to identify the name given to contract food service providers. 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. Students who choose the correct response showed understanding of the term 'contract food service provider' and 'outsourced'.

D Outsourced

### Q4 Targeted Specification Area: B.1 Operational processes- maintaining standards

Give **one** way hospitality staff can maintain a high level of customer service.

This item was a short response question that asked students to give one way hospitality staff can maintain a high level of customer service. This topic has been tested in many papers previously and was answered well.

This response was awarded 1 mark.

- 4 Give **one** way hospitality staff can maintain a high level of customer service.

beign on time polite to customers  
and always working hard

(Total for Question 4 = 1 mark)

This response was awarded 0 marks as table service was not justified or linked to a high level of customer service.

4 Give **one** way hospitality staff can maintain a high level of customer service.

table service (?)

(Total for Question 4 = 1 mark)

### Q5 Targeted Specification Area: C.1 Ethical issues- carbon footprint

Identify **one** way a hospitality business can meet customers' ethical concerns.

This item was a multiple-choice question that required the students to identify one way a hospitality business can meet customers' ethical concerns. This question was answered well by most students. This topic has been tested in previous paper both as a short response question and as part of the extended writing question at the end of the paper. The responses showed a good understanding of the topic being tested.

C By reducing its carbon footprint

### Q6 Targeted Specification Area: A.1 Products

Accommodation is one service offered by the hospitality industry. Give **one** other product offered by the hospitality industry.

This item was a short response question that asked students to give one product offered by the hospitality industry. It was a recall question from the specification, and most students gained one mark. The most common responses seen were food or drink.

This response was awarded 1 mark.

6 Accommodation is one service offered by the hospitality industry.

Give **one** other product offered by the hospitality industry.

Food

(Total for Question 6 = 1 mark)

This response was awarded 0 marks.

6 Accommodation is one service offered by the hospitality industry.

Give **one** other product offered by the hospitality industry.

catering.

(Total for Question 6 = 1 mark)

### Q7a Targeted Specification Area: A.2 Business ownership- franchises

A franchise is a type of business ownership.

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

This item was a short response question that asked students to state one type of business ownership, and most Students gained one mark. This question was a recall question from the specification, and the topic has been tested in previous papers.

This response was awarded 1 mark.

7 (a) A franchise is a type of business ownership.

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

(1)

partnership

This response was awarded 0 marks.

7 (a) A franchise is a type of business ownership.

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

(1)

Shared ownership.

### Q7b Targeted Specification Area: A.2 Business ownership- franchises

State **two** disadvantages of owning a franchise.

This item was a short response question that asked students to state to disadvantages of owning a franchise. In most cases, students were only able to give one correct response to this question. Franchise has been tested in previous papers and this question did not perform as well as expected.

This response was awarded 2 marks.

(b) State **two** disadvantages of owning a franchise.

(2)

1 a disadvantage of owning a franchise is that there can be expensive start up costs.

2 another disadvantage of owning a franchise is that profit is split between each shareholder.

(Total for Question 7 = 3 marks)

This response was awarded 1 mark.

(b) State **two** disadvantages of owning a franchise.

(2)

1 expensive

2 more work.

(Total for Question 7 = 3 marks)

This response was awarded 0 mark.

(b) State **two** disadvantages of owning a franchise.

(2)

1 paying wages

2 getting bills.

(Total for Question 7 = 3 marks)

### Q8 Targeted Specification Area: A.3 Support given- recycling services

A school puts all the plastic drinks bottles used by staff and students into its general waste container.

Give **two** ways a school can help to reduce the number of plastic bottles put into the general waste container.

This item was a short response question that asked students to give two ways a school can reduce the number of plastic bottles put into the general waste. This question was responded to well by students with most students gaining two marks for this question. This is a popular topic for students, and they have shown an understanding of this part of the specification.

This response was awarded 2 marks.

**8** A school puts all the plastic drinks bottles used by staff and students into its general waste container.

Give **two** ways a school can help to reduce the number of plastic bottles put into the general waste container.

1 Use cleanable glasses.

2 Or recycle

(Total for Question 8 = 2 marks)

This response was awarded 1 mark as both responses were similar.

- 8 A school puts all the plastic drinks bottles used by staff and students into its general waste container.

Give **two** ways a school can help to reduce the number of plastic bottles put into the general waste container.

1 Using paper cups

2 Using glass cups

(Total for Question 8 = 2 marks)

This response was awarded 0 marks.

- 8 A school puts all the plastic drinks bottles used by staff and students into its general waste container.

Give **two** ways a school can help to reduce the number of plastic bottles put into the general waste container.

1 Using a hotel chain, because it reduces your plastic use.

2 You could also ~~use~~ pick up litter everyday with a litter grabber.

(Total for Question 8 = 2 marks)

### Q9a Targeted Specification Area: A.1 Public houses- managed

One type of public house is a managed public house.  
Give **one** other type of public house.

This item was a short response question that asked students to give a type of public house. This question was a straightforward recall question from the specification. This question has been asked in previous papers, and students did not respond as well as expected when answering this question.

This response was awarded 1 mark.

9 (a) One type of public house is a managed public house.

Give **one** other type of public house.

(1)

Free house

This response was awarded 0 marks.

9 (a) One type of public house is a managed public house.

Give **one** other type of public house.

(1)

A shared public house.

### Q9b Targeted Specification Area: A.1 Public houses- managed

Give **one** benefit of running a managed public house.

This item was a short response question that asked students to give one benefit of running a managed public house. This question did not perform as expected in the paper with Students showing little understanding of the benefits of running a managed public house.

This response was awarded 1 mark.

(b) Give **one** benefit of running a managed public house.

(1)

you get drinks from the brewey

(Total for Question 9 = 2 marks)

This response was awarded 1 mark.

(b) Give **one** benefit of running a managed public house.

(1)

There are no set up costs

(Total for Question 9 = 2 marks)

This response was awarded 0 marks.

(b) Give **one** benefit of running a managed public house.

(1)

You have full control of who is living in that house and who stays in it

(Total for Question 9 = 2 marks)

### Q10a Targeted Specification Area: B.1 Operational processes- purchasing cycle

A credit note is a document in the purchasing cycle.

State **one** other document in the purchasing cycle.

This item was a short response question that asked students to state one document in the purchasing cycle. This topic has been tested in previous papers and improvement in student response was seen in this paper showing better student understanding. Most students were awarded one mark for their response.

This response was awarded 1 mark.

**10** (a) A credit note is a document in the purchasing cycle.

State **one** other document in the purchasing cycle.

(1)

delivery note



This response was awarded 0 marks.

- 10 (a) A credit note is a document in the purchasing cycle.  
State **one** other document in the purchasing cycle.

(1)

Credit Card

### Q10b Targeted Specification Area: B.1 Operational processes- purchasing cycle

State the purpose of a credit note.

This item was a short response question that asked students to state the purpose of a credit note. Although this question followed on from 10a students did not perform as expected with few students being able to state the purpose of a credit note. Students who were awarded a mark showed a good understanding of the term 'credit note' displayed in the responses below.

This response was awarded 1 mark.

- (b) State the purpose of a credit note.

(1)

A credit note is when you send back items you don't want, so instead of getting your money back it will become credit you can use for your next purchase.

(Total for Question 10 = 2 marks)

This response was awarded 1 mark.

- (b) State the purpose of a credit note.

(1)

instead of giving the person a refund they get a credit note so they are able to come back

(Total for Question 10 = 2 marks)

This response was awarded 0 marks.

- (b) State the purpose of a credit note.

(1)

To confirm purchase.

(Total for Question 10 = 2 marks)

### Q11 Targeted Specification Area: C.1 Ethical issues- food miles

Name the term given to the distance fresh vegetables travel from where they are grown to the customer's plate.

This item was a short response question that did not perform as expected on the paper. Most students were able to recall the term 'food miles' and gain no marks.

This response was awarded 1 mark.

11 Name the term given to the distance fresh vegetables travel from where they are grown to the customer's plate.

food miles

(Total for Question 11 = 1 mark)

This response was awarded 0 marks.

11 Name the term given to the distance fresh vegetables travel from where they are grown to the customer's plate.

local veg

(Total for Question 11 = 1 mark)

### Q12 Targeted Specification Area: B.1 Manging costs- gross profit

Give **one** factor that can impact on the gross profit of a hospitality business.

This item was a short response question and performed as expected on the paper. It has been tested in previous papers, and responses seen were mixed.

This response was awarded 1 mark.

12 Give **one** factor that can impact on the gross profit of a hospitality business.

pilferage

(Total for Question 12 = 1 mark)

This response was awarded 1 mark.

12 Give **one** factor that can impact on the gross profit of a hospitality business.

Food waste

(Total for Question 12 = 1 mark)

This response was awarded 0 marks.

12 Give **one** factor that can impact on the gross profit of a hospitality business.

food supplier

(Total for Question 12 = 1 mark)

### Q13a Targeted Specification Area: B. Controlling staff procedures

Flora has opened a new cafe and has employed some part-time staff. She is planning to train the new staff.

Explain **one** benefit to the business of training staff.

This item was a short response question and performed as expected with students showing that they understood the question and developed the concept. Most students could give a response gaining a mark, and some students could form a link in the explanation.

This response was awarded 2 marks.

13 (a) Flora has opened a new cafe and has employed some part-time staff. She is planning to train the new staff.

Explain **one** benefit to the business of training staff.

(2)  
they will be more professional and suited for the job, they will know what to do and how to do it.

This response was awarded 1 mark.

13 (a) Flora has opened a new cafe and has employed some part-time staff. She is planning to train the new staff.

Explain **one** benefit to the business of training staff.

(2)

They will benefit from giving them the skills that they need.

This response was awarded 0 marks.

13 (a) Flora has opened a new cafe and has employed some part-time staff. She is planning to train the new staff.

Explain **one** benefit to the business of training staff.

(2)

It will look good on your CV, if you needed to take up a different job.

### Q13b Targeted Specification Area: B.1 Controlling staff procedures

Flora is planning to use a cash and carry to purchase all the products that she sells in her cafe.

Explain **one** benefit to Flora of using a cash and carry.

This item was a short response question and performed as expected with most students showing that they understood the question and some students were able to develop the concept. This part of the specification has been tested in previous papers. Students need to be reminded that an explanation is required in these questions for two marks to be awarded.

This response was awarded 2 marks.

- (b) Flora is planning to use a cash and carry to purchase all the products that she sells in her cafe.

Explain **one** benefit to Flora of using a cash and carry.

(2)

She will be able to buy products in bulk, this will work out to be cheaper ~~if she~~ than if she bought from a daily market for example.

(Total for Question 13 = 4 marks)

This response was awarded 1 mark.

- (b) Flora is planning to use a cash and carry to purchase all the products that she sells in her cafe.

Explain **one** benefit to Flora of using a cash and carry.

(2)

quicker

(Total for Question 13 = 4 marks)

This response was awarded 0 marks.

- (b) Flora is planning to use a cash and carry to purchase all the products that she sells in her cafe.

Explain **one** benefit to Flora of using a cash and carry.

(2)

She won't have to worry about paying the supplier out of her profit.

(Total for Question 13 = 4 marks)

**Q14 Targeted Specification Area: C.1 Trends and issues- factors determining success**

Flora has introduced an interactive electronic booking system on the cafe's website so that customers can book tables for meals.

Explain **one** benefit to the cafe of introducing an electronic system.

This item was a short response question and performed as expected with most students showing that they understood the question and some students could develop the concept. This part of the specification has been tested in previous papers. This question has shown that students understand this topic and related concepts.

This response was awarded 2 marks.

**14** Flora has introduced an interactive electronic booking system on the cafe's website so that customers can book tables for meals.

Explain **one** benefit to the cafe of introducing an electronic system.

You will not need more staff to handle the bookings, so you and the rest of the staff can have more time doing other things. This also means more profit since you don't have to get more staff and pay them.

**(Total for Question 14 = 2 marks)**

This response was awarded 1 mark.

**14** Flora has introduced an interactive electronic booking system on the cafe's website so that customers can book tables for meals.

Explain **one** benefit to the cafe of introducing an electronic system.

She won't have to have staff to take bookings

**(Total for Question 14 = 2 marks)**

This response was awarded 0 marks.

**14** Flora has introduced an interactive electronic booking system on the cafe's website so that customers can book tables for meals.

Explain **one** benefit to the cafe of introducing an electronic system.

When money is added up on a electronic bill  
System it will always be right.

(Total for Question 14 = 2 marks)

### Q15a Targeted Specification Area: C.1 Trends and issues- changes in prices

Rajiv runs a cafe and is trying to attract more customers by introducing special offers.

Give **two** special offers Rajiv can introduce to attract more customers.

This item was a short response question that asked students to give special offers that can be introduced to attract more customer to a café. This item performed as expected, with most students gaining marks. This part of the specification has been tested before but not in this format.

This response was awarded 2 marks.

**15 (a)** Rajiv runs a cafe and is trying to attract more customers by introducing special offers.

Give **two** special offers Rajiv can introduce to attract more customers.

(2)

1 buy 1 get 1 Free

2 kids go free on weekends

This response was awarded 1 mark.

**15 (a)** Rajiv runs a cafe and is trying to attract more customers by introducing special offers.

Give **two** special offers Rajiv can introduce to attract more customers.

(2)

1 20% off

2 50% off

This response was awarded 0 marks as no previous process are known.

**15 (a)** Rajiv runs a cafe and is trying to attract more customers by introducing special offers.

Give **two** special offers Rajiv can introduce to attract more customers.

(2)

1 2 bacon bars for 3£ pounds.

2 2 sausage balls for 3£ pounds

### Q15b Targeted Specification Area: C.1 Social issues and trends- community projects

Rajiv wants to use his cafe to support local community projects.

Explain **two** ways Rajiv can use his cafe to support local community projects.

This item was a short response question where the students were awarded marks for an identification point and a linked explanation. This item did not perform as well as expected, with most students unable to give two identification points with linked explanations. Most students gave two responses but could not give an awardable explanation showing the development of the concept. This part of the specification has been tested in previous papers.



This response was awarded 4 marks.

(b) Rajiv wants to use his cafe to support local community projects.

Explain **two** ways Rajiv can use his cafe to support local community projects.

(4)

1. Have charity boxes in his Café, donating the money to charities in the area.
2. Giving free/discounted meals to volunteerers that help the community. This will give Rajiv a good name.

(Total for Question 15 = 6 marks)

This response was awarded 2 marks.

(b) Rajiv wants to use his cafe to support local community projects.

Explain **two** ways Rajiv can use his cafe to support local community projects.

(4)

1. advertising the projects. ~~with~~
2. Donations box. ~~to~~

(Total for Question 15 = 6 marks)

This response was awarded 0 marks.

(b) Rajiv wants to use his cafe to support local community projects.

Explain **two** ways Rajiv can use his cafe to support local community projects.

(4)

1 Make sure he makes everything in his cafe clear to everyone so he will support his community by making sure customers have a clear understanding

2 Have good hygiene so wash your hands daily shower every night and make sure you change your clothes everyday

(Total for Question 15 = 6 marks)

### Q16a Targeted Specification Area: C.1 Innovative marketing

Give **two** ways Lexi can use innovative marketing to promote the rebranded menu.

This item was a short response question that asked students to give two ways innovative marketing can promote a menu. This item did not perform as well as expected, with most students only giving one response that could be awarded. This item was a recall question from the specification.

This response was awarded 2 marks.

16 (a) Give **two** ways Lexi can use innovative marketing to promote the rebranded menu.

(2)

1 Advertise e.g. social media

2 website

This response was awarded 1 mark.

16 (a) Give **two** ways Lexi can use innovative marketing to promote the rebranded menu.

(2)

- 1 post the ~~new~~ new menu online.
- 2 put the ~~new~~ new menu of the front window of the shop.

This response was awarded 0 marks as the responses are not innovative marketing as covered in the specification.

16 (a) Give **two** ways Lexi can use innovative marketing to promote the rebranded menu.

(2)

- 1 hand out menus around local area
- 2 state clearly that it has options for vegeterian and vegan diets.

### Q16b Targeted Specification Area: C.1 Innovative marketing

Give **one** advantage for the takeaway of using innovative marketing.

This item was a short response question that asked students to give one advantage of using innovative marketing and followed on from 16a. Most students responded positively to this question and received a mark showing an understanding of this topic.

This response was awarded 1 mark.

(b) Give **one** advantage for the takeaway of using innovative marketing.

(1)

it faster and doesn't waste time

(Total for Question 16 = 3 marks)

This response was awarded 0 marks.

(b) Give **one** advantage for the takeaway of using innovative marketing.

(1)

So there can be different varieties of  
food that they would buy.

(Total for Question 16 = 3 marks)

### Q17 Targeted Specification Area: C.1 Factors determining success - environmental and ethical

Give **one** way the new menu could increase the number of customers using the takeaway.

This item was a short response question that asked students to give one way a new menu could increase customer numbers. This question performed as expected, with most students being able to give one reason and gain a mark.

This response was awarded 1 mark.

17 Give **one** way the new menu could increase the number of customers using the takeaway.

It could increase the vegetarian  
customers.

(Total for Question 17 = 1 mark)

This response was awarded 0 marks.

17 Give **one** way the new menu could increase the number of customers using the takeaway.

Due to vegetarians may not  
wanting to see people eat meat.

(Total for Question 17 = 1 mark)

**Q18 Targeted Specification Area: B.1 Operational processes-  
controlling staff**

Lexi has introduced new procedures about how the menu items should be cooked and served.

Explain **two** ways she can ensure staff comply with the new procedures.

This item was a short response question, and it did not perform as well as expected. Most students were able to give two ways to ensure staff complied with new procedures, but few students gave two linked explanations. The most common incorrect response was linked to staff training, and this could not be awarded. This part of the specification has been tested in previous papers.

This response was awarded 4 marks.

**18** Lexi has introduced new procedures about how the menu items should be cooked and served.

Explain **two** ways she can ensure staff comply with the new procedures.

1 She can hire managers / observers to ensure the new procedures are followed.

2 She can also hire CCTV for her / manager or even security to watch.

**(Total for Question 18 = 4 marks)**

This response was awarded 2 marks.

**18** Lexi has introduced new procedures about how the menu items should be cooked and served.

Explain **two** ways she can ensure staff comply with the new procedures.

- 1 Lexi can train the staff so they don't forget how to cook using these new methods. This means the cooking should be consistent throughout the business.
- 2 Lexi could watch the cooks. As a result of this she can correct/help the cooks that use the wrong method.

(Total for Question 18 = 4 marks)

This response was awarded 0 marks the first part of the response is staff training which was not awarded as compliance (monitoring) is being tested. The second part of the response could not be awarded as the student is informing us of what could be introduced if staff do not comply.

**18** Lexi has introduced new procedures about how the menu items should be cooked and served.

Explain **two** ways she can ensure staff comply with the new procedures.

- 1 By having staff training would ensure they do the correct procedures. This means they won't
- 2 By implementing punishments they could ensure the staff comply. This would mean penalties if the incorrect procedure is practiced

(Total for Question 18 = 4 marks)

**Q19 Targeted Specification Area: C.1 Ethical issues -equal opportunities for staff**

Lexi wants to treat her staff fairly.

Explain **two** ways she can make sure that the staff in her takeaway are treated fairly.

This item was a short response question that performed as expected. Most students were able to give two ways to ensure staff are treated fairly, and most students gave linked responses explaining their answer. This part of the specification has been tested in previous papers and showed a good understanding of this topic by students.

This response was awarded 4 marks.

**19** Lexi wants to treat her staff fairly.

Explain **two** ways she can make sure that the staff in her takeaway are treated fairly.

- 1 she can offer them all the same opportunities at work and be inclusive, this will mean everyone has equal chances.
- 2 She can have one to one sessions with them asking if there is any problems, this will mean they can resolve them to be fair

(Total for Question 19 = 4 marks)

This response was awarded 2 marks.

19 Lexi wants to treat her staff fairly.

Explain **two** ways she can make sure that the staff in her takeaway are treated fairly.

<sup>1</sup> By giving staff the same pay. Such as chefs a higher amount to cleaners.

<sup>2</sup> Also by being well mannered and polite to her staff at all times.

(Total for Question 19 = 4 marks)

This response was awarded 0 marks.

19 Lexi wants to treat her staff fairly.

Explain **two** ways she can make sure that the staff in her takeaway are treated fairly.

1 By making all her staff sign a deal where they all promise and give their word to avoid conflict amongst each other. Their work relationships being healthy will make them better staff.

2 By making it clear to customers that there is a 0 tolerance policy, and will therefore not be served if they mistreat the staff.

(Total for Question 19 = 4 marks)



## Q20 Targeted Specification Area: A.3 Type of support given by other industries

Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

This item was the extended writing question the last question on the paper, and this question did not perform as expected. Most students were awarded in the level one and two bands. 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 responses seen that were awarded one mark needed to expand on their identified points to be credited more marks.

This response was awarded 8 marks. The student has discussed valid points which have been built upon and explained.

**20** Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

Thomas would first have to get a loan from the bank so he could get his business started if he needed financial help. He would also have to contact the electrical company so he could make sure the diner has electric and he would have to contact people about gas and water so that the diner could have running water and heating. Thomas would also have to find a supplier to get his fruit, vegetables and meat. He will have to get furniture and cooking supplies so he might have to hire people to help him renovate. He will have to find staff for the diner, and then he would have to advertise his new business by signs or banners.

(Total for Question 20 = 8 marks)

This response was awarded 6 marks.

- 20** Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

Thomas needs builders to help him renovate the carriage to make sure it is built correct and safe. His new business then needs to be checked thoroughly by the health and safety teams. Thomas may need to take out a loan from the bank to be able to decorate and advertise his new business. He may also need the help from a staffing agency to find staff good enough to work for him. After all this is carried out, the diner should be a successful business.

**(Total for Question 20 = 8 marks)**

This response was awarded 4 marks.

**20** Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

Thomas could hire interior designers to help him with the theme of his diner.

He can paint the carriage so that it can ~~attract~~ attract new customers.

He is going to have to hire an electrician for lighting also a plumber for the toilets and he is going to install a cooker and shelves to the diner.

He is going home to hire staff and then train them and then he might hire a supervisor to keep them in check.

**(Total for Question 20 = 8 marks)**

This response was awarded 3 marks.

**20** Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

Construction- Thomas will need construction workers to help remove the railway and they will need to build the restaurant.

Electrician- This is because they will need to make sure all the lights, cookers <sup>etc</sup> ~~to~~ work correctly and there is no chance of a fire.

Plumber- This is because they will need to check the pipes that the toilets will lead to are safe, leaks aren't possible and is 100% safe.

(Total for Question 20 = 8 marks)

This response was awarded 1 mark.

**20** Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

There is alot Thomas has to discuss about the support and help he needs.

one way Thomas can achive this is by visiting other American-style diners and see what his standards should be.

Also Thomas can try to get top quality American-style ingredients from America but at a price.

Furthermore, Thomas could advertise and gain customers easier as there aren't very many American-style diners around.

Lastly, he has to think will his location be suitable for his business. (Total for Question 20 = 8 marks)

This response was awarded 0 marks. The response was not linked to the question.

**20** Thomas has bought a disused railway carriage in a small seaside town. He plans to change the carriage into an American-style diner on the seafront. He has a lot of work to do before he can open the diner to the public.

Discuss the support and help Thomas will have to obtain from other industries to make sure that the diner is a success.

Thomas could make sure  
he treats all his staff fairly  
with equal opportunity and staff  
are polite to keep loyal customers  
he could buy locally sourced  
produce to keep his food ~~near~~  
miles down and only buy  
meat that's been red tractor  
approved. he will need to  
make sure his premises is clean  
to get a high rating  
that will attract more customers

(Total for Question 20 = 8 marks)

## Summary

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.
- Students should be encouraged to write within the correct area for each question to ensure the examiner has full access to the responses and the context they are written. Students should be encouraged to ask for an extra paper if required to write their responses fully.



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government

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