

Candidate Name	Centre Number	Candidate Number

WELSH JOINT EDUCATION COMMITTEE  
General Certificate of Secondary Education



CYD-BWYLLGOR ADDYSG CYMRU  
Tystysgrif Gyffredinol Addysg Uwchradd

661/01

**GCSE HOSPITALITY AND CATERING**

**UNIT 1: THE HOSPITALITY AND CATERING INDUSTRY (I)**

A.M. MONDAY, 15 January 2007

(1½ hours)

For Examiner's use only	
Number	Mark
1	
2	
3	
4	
5	
6	
7	
8	
9	
<b>Total</b>	

**INSTRUCTIONS TO CANDIDATES**

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided.

**INFORMATION FOR CANDIDATES**

The maximum mark for this paper is 100.

The number of marks is given in brackets at the end of each question or part-question.

You are reminded of the necessity for good English and orderly presentation in your answers.

No certificate will be awarded to a candidate detected in any unfair practice during the examination.

Answer **all** the questions.

1. Tick [✓] the box next to each statement to show if it is **true** or **false**.

[5]

	True	False
(a) A waiter makes the beds in a hotel		
(b) A chef works in the kitchen		
(c) The receptionist serves food in the bar		
(d) The restaurant manager is in charge of the restaurant		
(e) The porter carries luggage to the rooms		

2. What is meant by the following terms?

[4]

(a) Flambé .....

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(b) Marinade .....

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(c) Bain-marie .....

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(d) Garnish .....

.....

3.



Many hotels are changing to self-service methods when providing food and drink for conferences.

(a) State **two** advantages that self-service offers customers. [4]

(i) .....

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(ii) .....

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(b) Identify **two** ways the hotel saves money by using this type of service. [4]

(i) .....

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(ii) .....

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4. ICT (Information Communication Technology) is frequently used throughout the hospitality and catering industry.

(a) Suggest **two** ways in which ICT can help with kitchen organisation. [4]

(i) .....

(ii) .....


(b) List **three** ways, other than ICT, of communicating within the industry. [3]

(i) .....

(ii) .....

(iii) .....

5.

<p style="text-align: center;"><b>Macaroni Cheese</b></p> <p><b>75g macaroni</b>  <b>100g cheese</b>  <b>375mls milk</b>  <b>25g plain flour</b>  <b>25g butter</b>  <b>salt, pepper, pinch mustard powder</b></p>	
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(a) What is the main carbohydrate in this dish? [1]

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(b) Name the term used for the base of a white sauce. [1]

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(c) Why do we add salt, pepper and mustard to this recipe? [1]

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(d) Using the words below complete the following to describe the method for making macaroni cheese. [7]

<b>macaroni,</b>	<b>milk,</b>	<b>salt,</b>	<b>parsley,</b>	<b>plain flour,</b>	<b>cheese,</b>	<b>roux.</b>
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Put a large pan of water on to boil, add .....

Cook the ..... in the boiling water for about 12 minutes until tender.

Grate the .....

To make the cheese sauce, melt the butter and add the .....

Mix together to make a ..... Gradually add the ..... stirring continuously. Cook until the mixture thickens. Add 75g of the grated cheese, mustard and pepper. Drain the macaroni and add to the cheese sauce.

Pour into ovenproof dish, spread the remaining cheese on the top and grill until golden brown.

Garnish with .....

(e) Explain why this dish is suitable for lacto-vegetarians. [4]

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6. According to a recent survey, poor service is the biggest complaint from restaurant customers.

Complaint	2004	2005
Generally poor service	13%	20%
Overpriced food or drink	18%	17%
Poor food	15%	17%
Rude service	12%	10%
Slow service	9%	9%

(a) Identify the complaint that shows the greatest increase. [1]

(b) Which complaints have decreased between 2004 and 2005? [2]

(c) A customer has complained to you, the restaurant manager, about slow service and the rudeness of some wait staff.

Explain the procedure you would adopt when dealing with

(i) the customer, [4]

(ii) the staff. [4]

(i) the customer

(ii) the staff

7. Following recent government guidelines, fast food outlets are offering a more varied choice on their menus.

(a) State **three** reasons why we should have a healthy diet. [3]

(i) .....

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(ii) .....

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(iii) .....

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(b) Explain how fast food outlets can make their food interesting and healthy to attract more customers. [6]

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**Turn over.**





8. A group of hospitality and catering students have set up a contract catering company.

They have been asked to produce a meal for staff and parents as part of a charity event.

They have decided to prepare, cook and serve a three-course meal, limiting the numbers to fifty covers.

(a) Describe the difference between contract caterers and resident caterers. [4]

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(b) In catering for this event students will adopt positions within the food preparation and service areas. Select **one** position from within the food preparation area and describe the job role and related training. [6]

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