



4732/01

HOSPITALITY AND CATERING

UNIT 2: Catering, Food and the Customer

A.M. WEDNESDAY, 15 May 2013

**1 hour 15 minutes plus your additional
time allowance**

Surname _____

Other Names _____

Centre Number _____

Candidate Number 0 _____

For Examiner's use only	
Question	Mark Awarded
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
Total	

INSTRUCTIONS TO CANDIDATES

Use black ink, black ball-point pen or your usual method.

Write your name, centre number and candidate number in the spaces provided on the front cover.

Answer ALL questions.

Write your answers in the spaces provided.

INFORMATION FOR CANDIDATES

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

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

Answer ALL questions.

- 1 TICK [✓] the box next to the statement to show if it is TRUE or FALSE. [3]**

	TRUE	FALSE
(i) Freezing food kills bacteria.		
(ii) Fridge temperatures must be checked and recorded weekly.		
(iii) Mouse droppings found in a kitchen must be reported immediately.		

2 Match the correct terms to the meanings below. [3]

Garnish Coulis Sauté

Au Gratin Croutons

(i) _____

cubes of bread that are fried.

(ii) _____

**served as part of the main item,
trimmings.**

(iii) _____

**sauce made from a fruit or vegetable
purée.**

3 State FOUR personal hygiene rules that all kitchen staff must follow. [4]

(i)

(ii)

(iii)

(iv)

4 Grilling is a popular method of cooking.

(a) Name TWO cuts of meat that are suitable for grilling. [2]

(i) _____

(ii) _____

4(b) State TWO reasons for marinating meat prior to grilling. [2]

(i)

(ii)

4(c) State THREE safety rules to follow when grilling food. [3]



(i)

(ii)

4(c)

(iii)

5(a) Complete the chart below. [4]

<p>(i)</p> 	<p>Name of equipment</p> <hr/> <hr/> <p>Benefit to a caterer</p> <hr/> <hr/> <hr/> <hr/>
<p>(ii)</p> 	<p>Name of equipment</p> <hr/> <hr/> <p>Benefit to a caterer</p> <hr/> <hr/> <hr/> <hr/>

5(b) State TWO safety points to follow when using electrical equipment.

[2]

(i)

(ii)

15

Make the short crust pastry by rubbing

_____ into flour to form fine crumbs.



Add water and stir to form a soft,

_____ .



Line the dish with rolled out pastry, add filling.



_____ the eggs and milk together.



Season with salt and pepper.



Pour the mixture into the pastry case and bake until the filling has _____ .

6(a) Complete the flow chart opposite for making a savoury flan using the words below. [4]

set

fat

fold

dough

beat

flavour

6(b) Name TWO OTHER types of pastry. [2]

(i) _____

(ii) _____

8 The manager of the local work's canteen has noticed that profit margins are down as a result of the workers not using the facility.

(a) Suggest how the manager could find out what the workers think of the current menu. [2]

(i) _____

(ii) _____

STARTER

Cream of chicken soup, roll and butter

MAIN COURSE

**Beef casserole, dumplings,
mashed potatoes, and peas**

DESSERT

**Chocolate fudge pudding with
chocolate sauce**

8 **Opposite is a typical day's SET menu in the canteen.**

(b) **State THREE reasons why customers may not be using the canteen. [3]**

(i) _____

(ii) _____

8(b)

(iii)

8(d) The Company is keen to promote the establishment as a 'GREEN' BUSINESS.

State THREE ways in which they could achieve this status. [3]

(i)

(ii)

8(d)

(iii)

9 You are the chef at The Riverside Residential Home for retired people. The fishmonger has just delivered this week's FISH order.

(a) Name the THREE groups of fish. [3]

(i) _____

(ii) _____

(iii) _____

9(b) The fish order includes a variety of fresh and frozen fish. It is your responsibility to follow the HAZARD AND ANALYSIS CRITICAL CONTROL POINT system you have in place.

Explain THE HAZARDS with ACTIONS you would take for handling these products at EACH of the following stages [15]

- (i) accepting the delivery,**
- (ii) storing the fish,**
- (iii) cooking and serving fish dishes.**

(i) accepting the delivery

END OF PAPER