Surname	Centre Number	Candidate Number
Other Names		0

GCSE

4732/01

HOSPITALITY AND CATERING

UNIT 2: Catering, Food and the Customer

A.M. WEDNESDAY, 4 June 2014

1 hour 15 minutes

For Examiner's use only		
Question	**Maximum Mark**	**Mark Awarded**
1.	**3**	
2.	**3**	
3.	**3**	
4.	**3**	
5.	**13**	
6.	**13**	
7.	**8**	
8.	**17**	
9.	**17**	
Total	**80**	

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INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

Do not use pencil or gel pen.

Do not use correction fluid.

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.

If you run out of space, use the continuation page at the back of the booklet, taking care to number the question(s) correctly.

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.

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Answer **all** *questions.*

1. **Tick** (✓) the box next to **each** statement to show if it is **True** or **False**. [3]

	True	False
(i) A freezer should be kept at –10°C.		
(ii) Frozen chicken legs should be left on a work top to "defrost".		
(iii) A chef must not work in a kitchen if he has an upset stomach.		

2. Match the correct culinary terms to the meanings below by placing the correct letter in the box. [3]

A	**Brulee**	**B**	**Bouquet Garni**	**C**	**Croutons**	**D**	**Roux**

For example, if you think the answer for (i) is **A** write **A** in the box.

(i) A mixture of fat and flour ☐

(ii) A burned cream ☐

(iii) A bundle of herbs ☐

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3. Match the correct method of cake making to the item below by placing the correct letter in the box. [3]

A	**Rubbing-in**	**B**	**Creaming**	**C**	**Melting**	**D**	**Whisking**

For example, if you think the answer for (i) is **A** write **A** in the box.

(i) Gingerbread ☐

(ii) Rock buns ☐

(iii) Swiss roll ☐

4. A kitchen brigade is made up of different types of chef.

(a) Give the title of the chef who is in overall charge of the kitchen. [1]

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(b) State **two** responsibilities of this role. [2]

(i) .....

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(ii) .....

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

(i)	Name of equipment. ..... Example of use. ....
(ii)	Name of equipment. ..... Example of use. ....

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(b) Salad bars are very popular.

Explain the benefits of a salad bar to the caterer. [4]

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(c) Many foods served in a salad bar can be classed as **'high risk'**. Describe how food served from a salad bar can be kept safe and hygienic. [5]

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6. The Coffee Bean Café offers a wide selection of cupcakes to their customers.

(a) Complete the chart below. [2]

Ingredient	Function of ingredient
(i) Caster sugar	This is used to ....
(ii)	Holds in lots of air helping the cupcakes to rise, and helps the mixture set.

(b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

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(c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff. [5]

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7. ICT is important in the catering industry.

(a) Give **two** examples of how ICT could be used to promote a new establishment. [2]

(i) .....

(ii) .....

(b) Explain how ICT could be used in a catering kitchen. [6]

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8. Ellen and Coleen are planning to open a vegetarian restaurant.

(a) Give **three** reasons why people may follow a vegetarian diet. [3]

(i) .....

(ii) .....

(iii) .....

(b) State the difference between a **vegan** and **lacto-vegetarian**. [2]

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(c) Explain why a vegetarian diet may contain **too much** fat. [4]

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(d) A vegetarian diet can often lack **protein**, **iron** and **vitamin B12**. Suggest ways in which these nutrients could be included in dishes on the restaurant menu. [8]

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9. All catering establishments must meet strict safety regulations.

(a) Name **one** food law (legislation) that must be complied with by all kitchen staff. [1]

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(b) What is meant by HACCP? [2]

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(c) Identify **two** main responsibilities of an Environmental Health Officer. [2]

(i) .....

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(ii) .....

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(d) Discuss why it is important that all catering establishments adhere to food safety regulations. Explain how this could be achieved in a busy hotel kitchen. [12]

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Question number	Additional page, if required. Write the question number(s) in the left-hand margin.	Examiner only

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