



GCSE MARKING SCHEME

HOSPITALITY AND CATERING

SUMMER 2015

INTRODUCTION

The marking schemes which follow were those used by WJEC for the Summer 2015 examination in GCSE HOSPITALITY AND CATERING. They were finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conferences were held shortly after the papers were taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conferences was to ensure that the marking schemes were interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conferences, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about these marking schemes.

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GCSE HOSPITALITY AND CATERING

UNIT 2 - CATERING, FOOD AND THE CUSTOMER

Q.1	Award 1 mark for each correct answer	[3]	
	(i) True (ii) True (iii) False		
Q.2	Award 1 mark for each correct answer	[3]	
	(i) C (ii) B (iii) A		
Q.3	Award 1 mark for each correct answer	[3]	
	(i) D (ii) B (iii) E		
Q.4 (a)	Award 1 mark for a correct answer Melting method (melted)	[1]	
(b)	Award 2 x 1 mark for any acceptable ingredient. accept food type of named example Answers could include: <ul style="list-style-type: none">• Add nuts e.g. walnuts, brazil• Add any named dried fruit sultanas, currants, raisins• Add any named fresh fruit – apple, pear, plum• Add seeds e.g. poppy NB. only accept one of each type Accept nuts, fruits seeds or named versions as above	[2]	
(c)	<table border="1" data-bbox="395 1361 1193 1417"><tr><td>Criteria marked: examiners to refer to paper mark scheme</td></tr></table> Award 0-1 mark limited understanding of the health risks of eating a high sugar diet. May resemble a list of health issues. Award 2-3 marks for an answer showing some understanding of the health risks of a diet high in sugar. One point with sound explanation or two points simply explained. Award 4 marks for a detailed, comprehensive answer that shows clear understanding of the health issues related to a high sugar diet. 3/4 points with good explanation, and reference to Type 2 diabetes. Answers could include: <ul style="list-style-type: none">• Dental problems/tooth decay/tooth loss• Increase in body weight leading to obesity/get fat/problems with joints osteoarthritis due to excess weight• Higher risk of coronary heart disease – do not accept just ‘heart attacks’	Criteria marked: examiners to refer to paper mark scheme	
Criteria marked: examiners to refer to paper mark scheme			

- Q.4 (c) (cont.)
- High risk of developing **type 2 diabetes** which can then impact on the body – leading to neuropathy, blindness, loss of limbs
 - Fatty liver – leading to liver disease, damaged liver
 - Sluggish bowels leading to chronic constipation
 - Increased risk of cancers
 - Heart conditions
 - Palpitations and mood swings, tiredness (energy peaks and troughs)

Q.5 (a) **Awards 1 mark for each** correct answer [2]

Answers could include:

- Protein
- Fat
- Calcium
- Sodium
- Vitamin A
- Vitamin D
- Vitamin B12

(b) **Award 1 mark** for each correctly identified milk [2]

Answers could include:

- Cows accept skimmed, semi-skimmed or full fat milk (only accept 1 type for 1 mark)
- Ewes/sheep
- Buffalo
- Goat
- Soya

Do not accept almond, rice or coconut milk

Criteria marked: examiners to refer to paper mark scheme

(c) **Award 0-2 marks** a basic understanding of the use of cheese in dishes. [6]
The answer may resemble a list of dishes.

Award 3-4 marks for an answer showing some understanding of cheese as a useful ingredient in a variety of dishes/on a menu.

The answer may be a list with some explanation.

Award 5-6 marks for a detailed answer that shows clear understanding of the use of cheese in a variety of dishes/on a menu and some named cheeses have been linked to dishes. There will be good use of QWC.

Answers could include:

- To improve dishes e.g. texture such as cheese and breadcrumbs on top of a cauliflower cheese
- Can be used in savoury, e.g. quiche, cheese board, lasagne
- Can be used in sweet dishes, e.g. cheesecake, tiramisu
- Adds flavour discuss different cheeses suitability for different dishes
- Colour to dishes e.g. cheese on toast

<p>Q.5 (c) (cont.)</p>	<ul style="list-style-type: none"> • As replacement for meat/protein in vegetarian dishes • Can be eaten hot or cold • Some cheeses are inexpensive (especially when compared to meat) • Melted in a fondue • Make into sauces • To give a better finish e.g. melted on food au-gratin, sprinkled on Bolognese/pasta. (garnish) <p>Accept any suitable responses for examples of dishes</p>
<p>Q.6 (a)</p>	<p>Award 1 mark for a correct answer [1]</p> <ul style="list-style-type: none"> • A set menu • Set menu of the day • A menu with a fixed price • Fixed menu
	<p>(b) Award 1 mark each for [2]</p> <ul style="list-style-type: none"> • Sprinkled with cheese and/or breadcrumbs/cheese topping • Grilled/oven baked/heated • topping has been "browned"/made crispy <p>No mark for an example</p>
	<p>(c) Award 1 mark for either [1]</p> <ul style="list-style-type: none"> • Flour/wheat flour/wholemeal flour – do not accept cornflour • Breadcrumbs/bread <p>Do not except gluten or wheat as the question asks for ingredient</p>
	<p>(d) Award 1 mark for each correct answer [3]</p> <p>Answers could include:</p> <ul style="list-style-type: none"> • Better flavour • Higher levels of nutrition • Foods in season are less expensive/cheaper • They are easier to obtain • If purchased locally fewer road miles/greener/more environmentally friendly/lower carbon footprint • Could support local business • Adds variety to the menu • Could attract customers (marketing)

Criteria marked: examiners to refer to paper mark scheme

(e) **Award 0-2 marks** for a basic answer showing limited understanding of the factors needed when menu planning. Response may resemble a list. [6]

Award 3-4 marks for an answer that shows some understanding of the factors needed when menu planning – some attempt at explanation.

Award 5-6 marks for a response showing a clear understanding of the factors needed when menu planning – clearly explained with examples. Good QWC.

Answers could include:

- Meals should be colourful (accept the opposite – food shouldn't look bland/be all one colour/be all brown and beige)
- A variety of textures – smooth/creamy/crunchy/crisp
- A variety of flavours and flavours which complement
- Dishes garnished or decorated
- Accompaniments served – custard with apple pie, mint sauce with lamb
- Arrangements on the plate – neatly set out/stacked to give height
- Portion size
- Special dietary needs considered – vegetarian/religious options etc.
- Intolerances and allergies considered
- Costings/various price ranges/profit margins
- Skills of staff
- Number of staff employed/capacity of kitchen
- Menu type – breakfast, lunch, evening
- Service type – counter, wait staff, carvery, fast food
- Separate children's menu
- Theme of restaurant
- Type of customers she is targeting
- Healthy options
- Season/time of year
- Availability of a dish of the day/"special" dishes
- Shelf life of dishes
- Equipment availability
- Time available for preparation
- Reviews of customer feedback
- Review of previous sales

Accept any other suitable response

Allowances made for reference to the dishes chosen ensuring success:

- She gains a good reputation
- Word of mouth recommendations/social networking
- Ensure customers return/loyalty
- To make money

Q.7 (a) **Award 1 mark** for each correct answer

[2]

Answers could include:

- Verbal/face to face or walkie-talkie
- Written: notes, memos
- E-mail/Computer/on line
- Fax
- Telephone/walkie talkie
- Social media e.g. Twitter, Whats App
- EPOS/PDA
- Sign language
- Hand gestures

Criteria marked: examiners to refer to paper mark scheme

(b) **The communication chosen must be clearly evident in the response for marks to be awarded.** [4]

Award 0-1 mark for a basic answer where candidates have shown limited understanding of the benefits of the chosen communication.

Award 2-3 marks for a good answer where candidates have shown some understanding of the benefits of the chosen communication.

Award 4 marks for an excellent answer showing clear understanding of the benefits of the chosen communication to both customer and caterer.

Answers could include:

Verbal

- All instructions/orders will be clearly understood – by chefs and customers
- No mistakes should be made especially if orders are read back
- Orders will be taken quickly
- Customers will regard you as efficient
- Good manners and politeness
- Appreciation of customers' needs

Written

- There will be a hard copy to refer to in the event of a problem
- Confirmation of bookings, e-mails
- Production of letters, vouchers, leaflets, orders, menus
- Can be stored in a book – record book/order book/petty cash book
- Can be stored on a computer/excel programme

E-mail/ICT

- Clarity/notification of staff rotas
- Booking restaurant table made online
- Booking event/function online
- Orders online
- Sending/receiving invoices/bills
- Stock control
- Advertising/promotions/special offers
- Social networking
- Group messaging
- Less chance of mistakes/errors legibility
- Faster and more efficient

Q.7 (b)
(cont.)

Fax

- Ordering from suppliers
- Internal memos
- Newsletters

Telephone

- Taking messages
- Receiving information from customers
- Pre-book tables

Accept any other suitable response

Criteria marked: examiners to refer to paper mark scheme

(c) **Award 0-1 marks** for a basic answer where candidates have shown limited understanding of different types of record keeping or has just made reference to one method. [4]

Award 2 marks for an answer where candidate mentions 2 methods with basic explanation.

Award 4 marks for an excellent answer showing clear understanding of different types of record keeping and of how good record keeping can affect the success of a business.

Answers could include:

- Computer/IT
- Spread sheets
- E-mail
- Diary
- Card index
- Data base
- Stock records/sheets
- Invoices/receipts
- Payroll
- Clocking in/swipe cards/hours worked
- Photocopies of letters/documents/orders
- Accident book/records
- Staff rotas
- Temperature logs
- Cleaning schedules

Q.8 (a) **Award 1 mark for each** correct answer

[3]

NB: temperatures must be given at this stage

Answers could include:

- All high risk food stored in fridge 5⁰C
- All frozen food stored in a freezer – 18⁰C
- All ambient food stored in cupboards
- Every surface cleaned and sanitised before and after use
- Coloured boards used to prevent cross contamination
- All food cooked to core temperature of 75⁰C
- Food to be kept outside the danger zone 5-63⁰C
- Van must be free of any pests/regular checks must be carried out
- Personal hygiene – accept any points for 1 mark
- Separate utensils to avoid cross-contamination
- Food in date
- Keep raw and cooked separate cross-contamination
- 63⁰C "hot held food"
- Keep hot and cold separate
- Hand wash sink
- Keep all food covered
- Remove waste regularly/covered bin

Accept any other valid point

(b) **Award 1 mark** for either

[1]

- Food/Temperature probe
- Food/meat thermometer

Criteria marked: examiners to refer to paper mark scheme

Response could relate to benefits to the customer/caterer or both to access all available marks.

(c) **Award 0-2 marks** for a very basic answer/relating to benefits of food packing.

[6]

Award 3-4 marks for an answer that shows some understanding of the advantage/disadvantages of food packaging. Candidates may focus only on the advantages or disadvantages.

At least two examples should be discussed

Award 5-6 marks for an answer that shows clear understanding of both the advantages/disadvantages of food packaging. Response shows good use of QWC and gives **examples of different types of packaging**.

At least three examples should be discussed

Q.8 (c) Answers could include:
(cont.)

Advantages

- Insulating – keeps food hot and food cold
- Hygienic – keeps closed/sealed
- Cost of some packaging might be inexpensive – makes more profit
- Material is strong
- Absorb grease
- Lightweight
- May be recyclable
- Can be used as form of advertising
- Keeps food in correct shape re: pizza

Disadvantages

- Creates more rubbish/waste
- Can be expensive
- May not be recyclable
- May not be biodegradable
- May squash or crumple and not hold food securely
- May not be easy to store
- Keeping heat in packaging (e.g. boxes) can cause water vapour make product soggy (food sweats)

Do not accept reference to "glass"

Criteria marked: examiners to refer to paper mark scheme

- (d) **Award 0-1 mark** for a basic answer where candidates have shown limited understanding of RRR in relation to the take away van. [5]

Award 2-3 marks for a good answer where candidates have shown some understanding of RRR in relation to the take away van.

Award 4-5 marks for an excellent answer where the candidates have shown clear understanding of RRR and expressed in relation to the packaging used to the take away van.

To award 5 marks more than food and packaging waste needs to be discussed

NB: Answers could refer to anything in relation to the take away e.g. food, energy, water, packaging etc.

Answers could include:

- Portion control
- Don't over order foods/or prepare too much/ plan ahead – not wasting foods
- Buy in bulk to reduce packaging
- Stock rotate so food is used whilst in date
- Use food before 'use by date'
- Have recycle bins for packaging
- Use a food waste bin
- Re-use plastic tubs for storage
- Re-use stale bread/rolls – bread pudding
- Recycle plastic/glass/paper where possible
- Limit what's cooked to reduce waste
- Give excess food to homeless etc.
- Sell off excess
- Composting
- Use saucepan lids to keep in
- Turn off equipment after use
- Store foods correctly

Credit any acceptable response

- Q.9 (a) **Award 1 mark** for a correct answer [1]

- Food safety act (1990)
- Food safety (general food hygiene) Regulations (1995)
- Food labelling regulations (2006)
- Health and Safety at Work Act

NB: as dates change award mark without dates.

Criteria marked: examiners to refer to paper mark scheme

- (b) **Award 0-2 marks** for a basic answer where candidates have shown limited understanding of how accidents may be prevented in the catering kitchen. [6]

Award 3-4 marks for a good answer where candidates have shown some understanding of how accidents may be prevented in the catering kitchen and has identified causes of accidents but not explained.

Award 5-6 marks for an excellent answer showing clear understanding of how accidents may be prevented in the catering kitchen. At least 3 points included and explained.

Answers could include:

- Regular training for staff
- Mop up spills immediately
- Clear signage
- Floors clear and uncluttered
- Correct knife for the job/knives sharp/not left on the edge/in washing up bowls/carried correctly
- All electrical equip in good working order/PAT tested/wires not frayed
- Care when carrying hot pans/flour on handles/handles to the back of the cooker
- Use oven cloths
- Don't overfill fryers/lower food carefully/do not have food too wet when frying
- Care when opening cans and jars
- All equipment stored correctly/use safety guards
- Oven cloths not hanging over the cookers/don't have unguarded flames
- Fire extinguishers to hand/fire blankets/regular fire drills
- Appropriate clothing/non slip shoes/no loose jewellery/long hair back
- No running/rushing in the kitchen/pay attention/concentrate
- Don't mix cleaning chemicals
- Use correct dilution – strength
- Store chemicals/cleaning materials properly
- Turn off electrical equipment
- Use wet floor signs
- Do not use electrical equipment near water
- Ensure communication is used
- Carry out risk assessment
- Clear roles for everyone
- Grease free handles/equipment
- Trained to lift correctly
- Introduce recognised work flow pattern

Credit any acceptable response

Criteria marked: examiners to refer to paper mark scheme

- (c) **Award 0-3 marks** for basic answer where candidates have shown limited understanding of the role of the EHO. [9]

List of duties with no explanation.

Award 4-6 marks for a good answer where candidates have shown some understanding of the role of EHO. Duties identified with some explanation.

Award 7-9 marks for an excellent answer where the candidates have shown clear understanding and has referred to the 3 main areas of the role of the EHO. A number of points have been made, explained and examples given where appropriate. Good QWC.

Answers could include reference to the checks made by the EHO in relation to:

(i) Inspecting

Food Premises

- He will look for a cleaning schedule
- Evident of regular cleaning
- Hand washing facilities
- Toilet facilities for kitchen staff
- All storage areas are clean
- Shelving for ambient foods
- Temperature controlled fridges and freezers – logs of the temperatures
- All equipment is clean and safe to use – no frayed or split flexes
- No evidence of pests
- Absence of slip, trip dangers
- Close down and give date to improve
- Give warnings and recommendations (improvement notices)
- Issue hygiene points

(ii) Checking

Hygiene of the staff

- All staff have hygiene training – evidenced
- All staff are clean – no BP/strong perfumes/deodorants
- Hair back, hats worn
- Facial piercings covered
- Hands clean, nails short and clean, no acrylic nails
- No jewellery – only wedding ring
- Staff all well – no upsets stomachs
- Staff not coughing over food
- Safe practises – washing hands after toilet, handling raw meat, coughing
- Cuts covered – ideally blue plaster

Q.9 (c)
(cont.)

(iii) Ensuring

Food Hygiene

- Rules and regulations are adhered to
- All deliveries checked for unbroken packaging/pest infestation
- Food in all fridges and freezers labelled and dated
- Rotation of stock – FIFO
- HACCP in place
- Foods not kept in danger zone 5-63⁰C
- Core temperature is observed 75⁰C
- Hot held food is 63⁰C minimum
- Chilled foods at 5⁰C
- Cross contamination awareness – coloured boards
- Food prepared when needed – not too long in advance
- Can take food away for testing

GCSE HOSPITALITY & CATERING

UNIT 4 - HOSPITALITY AND THE CONSUMER

Q.1	Award 1 mark for each correct answer	[3]
	(i) False (ii) False (iii) True	
Q.2	Award 1 mark for each correct answer	[3]
	(i) B (ii) C (iii) A	
Q.3 (a)	Award 1 mark for each correct answer	[2]
	<ul style="list-style-type: none">• Cafes• Restaurants• Hotels• Pubs/Bars/Clubs• Hostels• Bed and Breakfasts/Guest House• Caravan Parks• Theme parks• Bistro• Coffee bars• Take Away <p>Accept 1 named chain for each type of establishment e.g. Hilton (hotel) Harvester (restaurant) McDonalds (take away)</p>	
(b)	Award 1 mark for each correct answer	[2]
	Answers could include: <ul style="list-style-type: none">• Hospitals• Schools• Prisons/Police station• Colleges• Armed forces• Care Homes• Soup kitchen• Hostel	

Q.4	Award 1 mark for each benefit	[3]	
Answers could include:			
<ul style="list-style-type: none"> • Have a contract • Set working hours • Paid holidays • Sick pay • Set shift patterns • Set period of employment • Redundancy pay • Easier to arrange childcare • Job security – always in work • Pension opportunity • More opportunity for promotions/transferability • May get reductions within the same chain/company 			
Q.5	(a)	Award 1 mark for each correct point made	[3]
Answers could include:			
<ul style="list-style-type: none"> • Make a booking/rooms, conference, party, taxi, tickets, front concierge etc. • Confirm and discuss details for existing bookings • Request room service • Make general enquiries – e.g. what's nearby • Report a problem e.g. no hot water • Request additional commodities (soap/towels) • More personal to ring than e-mail • Could be quicker – instant response • Does not have a computer/e-mail facility • Make a complaint • En-route/running late 			
NB. Accept examples of any of the above			
	(b)	Award 1 mark for each correct point	[3]
Answers could include:			
<ul style="list-style-type: none"> • Answering call by name due to room number recognition • Answer the call promptly (within 3-6 rings) • Answer the telephone with a smile/friendly voice • Start with a polite greeting • Identify the establishment (and location: not essential for 1 mark) • Identify themselves • Ask how then can be of assistance • Make a note of caller's name/details • Clear voice, appropriate speed 			

Q.6 (i)

Criteria marked: examiners to refer to paper version of mark scheme

[5]

Award 0-2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of what would create a good impression to guests.

Award 3-4 marks that recalls knowledge and demonstrates a good understanding of how a holiday park can create a good impression for guests. The answer will include 3 or 4 points with some evidence of discussion.

Award 5 marks for an answer that shows detailed knowledge and understanding of how a holiday park can create a good impression to guests. The answer will be balanced and include a range of points that covers the hotel/facilities and staff.

Answers could include:

- Customers feel safe/secure e.g. security gates
- Disabled access
- Well-kept grounds
- Outside well decorated/presented/looks appealing
- Clean/smart reception area
- 'Manned' reception
- Smart receptionist/uniform
- Polite/friendly receptionist/knowledgeable
- Car parking facilities
- Clear Signage
- Children's play area (colourful and up to date)
- Litter free
- Quick and efficient checking in procedures/sufficient staff
- Visual stimulus on entry route e.g. signs to facilities, posters

(ii) **Award one mark for each** correct point made

[2]

Answers could include:

- Treating customer with kindness/respect
- Customers feel valued
- Customers feel safe
- Making sure that customers enjoy their experience/are happy/satisfied
- The customer is always right/the customer is never wrong
- Any problems are dealt with quickly and efficiently

No marks for reference to customer will return

Award 0-3 marks for an answer that recalls some knowledge and demonstrates a basic understanding of the three Rs. The answer may be a simple list or 1 or 2 points briefly explained.

Award 4-6 marks for an answer that recalls knowledge and demonstrates good understanding of the three Rs. The answer will include 4 or 5 points with some evidence of discussion. Responses should relate to at least 2 of the areas.

Award 7-9 marks shows detailed knowledge and understanding. The answer will include a range of points that **cover all three areas** and offers detailed discussion with examples of how the hotel can reduce, reuse and recycle. Good use of QWC.

Answers could include:

Reduce

- Don't leave things on standby
- Air conditioning only when guests in room
- Taps with sensors on
- E-mail rather than print
- Timed heating
- Buying ingredients that are fresh/in less packaging
- Buying ingredients in bulk
- Operating good stock control/only buying what is needed
- Having showers fitted instead of baths in guest bedrooms
- Use dual flush toilets/use of hippo bricks
- Use refillable containers for items such as soap
- Use bio-degradable products that are less harmful to the environment
- Collecting rain water to water the gardens
- Ask guests to use their towels more than once
- Use of key cards
- Timed lights
- Energy saving light bulbs
- Solar panels
- Thick curtains
- Small kettles
- Provide water with meals on request
- Only cook what's needed, good portion control
- Refillable condiments/ketchup
- Make sure dishwashers are full before use

Reuse

- Reusing containers for storage
- Using vegetable peelings for compost in the garden
- Use 'grey' water for watering the garden
- Left over (not served) vegetables in soups/sauces
- Reuse shampoo/shower gel bottle

Recycle

- Have recycling bins in the hotel kitchen/reception/guest bedrooms
- Recycle all paper and card, plastics

Any part of the hotel credit any suitable response **general** reference to signage to encourage guests to reduce, reuse, recycle.

Q.8 (a) **Award one mark for each** correct answer

[3]

Answers may include:

- Vegetarian/vegan
- High fibre to combat constipation
- Religious (Hindus do not eat beef)
- Low fat
- Low sugar/diabetic
- Soft structure (problems with digestion)
- Allergies – coeliac, nut allergy, dairy lactose intolerance (credit 1 mark each)

(b)

Criteria marked: examiners to refer to paper version of mark scheme

[6]

Award 0-2 marks for an answer that recalls some knowledge and a basic understanding of menu planning in a care home.

Award 3-4 marks for an answer that recalls knowledge and demonstrates good understanding of menu planning in a care home. Responses include 4-5 points with discussion.

Award 5-6 marks for an answer that recalls detailed knowledge and demonstrates a very good understanding of menu planning in a care home. A detailed answer with 6+ points discussed.

Answers could include:

- Which meal/time of day e.g. breakfast/lunch/dinner
- Time of year e.g. seasonal weather/foods in season
- Budget/cost, private/council run, how much money is allocated to food
- Special dietary needs
- Staff available/staff experience
- Special occasions – birthdays/Christmas parties
- Physical impairments/arthritis/poor mobility/limited eye sight
- Facilities available – in the kitchen/for storage
- Nutritional needs/dietary guidelines/need for more fibre
- Variety of colour/taste/texture. Elderly experience loss of appetite, need to be encouraged
- Portion sizes – not too large puts some off
- Less fats/carbohydrates as they need less energy

Credit any acceptable response

(c)

Criteria marked: examiners to refer to paper version of mark scheme

[9]

Award 0-2 marks for a basic answer of how to prevent food poisoning when preparing, cooking and serving food in a care home. Response may not cover all three areas or be a simple list.

Award 3-5 marks for a more detailed answer that shows understanding of how to control bacteria/prevent food poisoning when preparing, cooking and serving food in a care home. There will be some evidence of discussion of at least two areas.

Award 6-8 marks for a detailed answer shows clear detailed understanding of how to control bacteria/prevent food poisoning when preparing, cooking and serving food in a care home. All **three** areas are referred to and answers will include 6-7 points with some evidence of discussion.

Award 9 marks for a very full answer with accurate temperatures being given where appropriate.

Responses focusing only on personal hygiene max of 2 marks

(i) Preparing

Answers could include:

- Frozen food to be properly defrosted – in the fridge
- Correct storage temperatures/refrigeration – 0-5⁰C fridge, freezer
- Check date stamps/FIFO
- Raw meat stored on bottom shelf of fridge
- Raw and cooked foods prepared on different boards/different equipment
- Good personal hygiene of staff/no nail polish/clean uniform
- All equipment kept clean/surfaces kept clean
- Prevention of cross-contamination/colour coded equipment
- Equipment in good order
- Wash vegetables

(ii) Cooking

Answers could include:

- Core temperature of 72-75⁰C
- Use a clean spoon each time for tasting
- Be especially vigilant with high risk foods e.g. chicken, eggs/use of temperature probe/no pink juices
- If food ready in advance should be hot-held at 63⁰C or above
- Hygiene of staff

(iii) Serving

Answers could include:

- Hygiene of serving staff
- Clean serving equipment
- Food served at the correct temperature/hot food served at 65⁰C/cold food served at appropriate temperature
- Clean plates etc.
- Appropriate/clean clothing
- Temperatures

Q.9 (a) **Award one mark for each** correct answer

[3]

Answers could include:

- Special requirement e.g. chocolate fountain/ice/buffet
- Size of function room
- Cost
- Accessibility for the disabled
- Dance floor
- Convenient location
- Decorations (can they decorate the venue themselves)
- Entertainment – do they have their own DJ
- Will they take under 18s
- Staff to student ratio needed
- Availability
- Booking deposit required
- Car park facilities – good size for limousines
- Access by public transport
- Grounds for photographs
- Equipment available e.g. chair types

(b) **Award one mark** for any relevant point

[2]

Answers could include:

- Date
- Time
- Number of people
- Type of food required
- Special needs
- Contact details – name and phone number (only 1 mark)
- Deposit
- How to pay

(c) **Award one mark** for any relevant point

[2]

Answers could include:

- Hire cost of venue
- Cost of food
- Cost of decorations
- Purchase of raffle prizes/awards
- Cost of ticket production/printing
- Costs of photographer
- Cost of DJ/entertainment
- Number of staff accompanying student

(d)

Criteria marked: examiners to refer to paper version of mark scheme

[6]

Award 0-2 marks for a simple answer that shows limited knowledge/understanding of the importance of team work when running an event.

Award 3-4 marks for an answer demonstrates some knowledge and understanding of the role of team work when running an event. Response includes discussion of a wider range of relevant points.

Award 5-6 marks for a detailed answer that demonstrates sound knowledge and understanding of the role of team work when running an event. Response offers a wide range of relevant points with evidence of in depth discussion.

Teamwork is valuable **because**.....

Answers could include:

- Happier working atmosphere
- Everyone knows what they are doing/are organised
- People help each other, work as a group
- Tasks are completed more quickly
- Tasks are carried out effectively
- Less risks of problems arising/fewer complaints
- All issues are addressed/less need for discussion
- Happy customers

Responses **must** give benefits of team work

(e)

Criteria marked: examiners to refer to paper version of mark scheme

[4]

Award 0-1 mark for a basic answer, showing limited understanding and knowledge of how to create a good atmosphere at the event.

Award 2-3 marks for a more detailed answer showing some understanding and knowledge of how to create a good atmosphere at the event. Response includes - a minimum of 3 points with some evidence of discussion.

Award 4 marks for an answer that recalls detailed knowledge understanding of how to create a good atmosphere at the event. Response includes a wide range of points and detailed discussion.

Answers could include:

- Welcoming entrance
- Welcome drink/keepsake
- Separate area for dancing
- Ambient lighting
- Well-presented tables
- Colour scheme that runs throughout - balloons/table decorations etc.
- Suitable disco/background music
- Photos of that year group's school history/PowerPoint/video
- Hold award ceremony/recognise achievements
- Clean

Credit any suitable response

(f)

Criteria marked: examiners to refer to paper version of mark scheme

[10]

Award 0-3 marks for a basic answer that shows limited knowledge and understanding of risk assessment and control measures. Answer may resemble a simple list.

Award 4-7 marks for a more detailed answer **that** shows good knowledge and understanding of risk assessment and control measures. Response includes 5-6 points with some evidence of discussion.

Award 8-10 marks for a very detailed answer **that** shows excellent knowledge and understanding of risk assessment and control measures. Responses are given in depth and show a balance between setting up the room and food service.

No marks to be awarded for any reference to good preparation/cross-contamination.

Answers could refer to:

Health and Safety issues	Controlling risks
Disabled access	
Trips and slips	Cover any wires No trailing cloths Designated area for coats Use of wet floor signs
Burns/scalds	Staff - use correct equipment Guests - warn of hot plates Trained first aider available
Falling objects	Make sure all decorations are secure
Fire	Advertising fire procedure Clear fire exits Fire exits labelled
Clear walkways/plenty of space	Set up room correctly
Trailing cloths	Use correct size linen
Excess alcohol	Monitor on entry to the event
Sharp object on tables	Waring on tables correct positions
Breakables e.g. glassware	Restrictions on dancefloor, use plastic glasses
Slips and spills	Appropriate clothing, footwear for staff
Reference to HASAWA	



WJEC
245 Western Avenue
Cardiff CF5 2YX
Tel No 029 2026 5000
Fax 029 2057 5994
E-mail: exams@wjec.co.uk
website: www.wjec.co.uk