



LEVEL/12 AWARD

9991/01

HOSPITALITY AND CATERING

**Unit 1: The Hospitality and
Catering Industry**

MAY 2016

External Assessment Task

MARKSCHEME

INTRODUCTION

This marking scheme was used by WJEC for the 2016 examination. It was finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conference was held shortly after the paper was 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 conference was to ensure that the marking scheme was 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' conference, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about this marking scheme.

Performance bands Unit 1					
Learning Outcomes	Assessment criteria	Level 1 Pass	Level 2 Pass	Level 2 Merit	Level 2 Distinction
LO1 Understanding the environment in which the hospitality and catering providers operate.	AC1.2 Describe job roles with the hospitality and catering industry.	Outline job role required for hospitality and catering provision. Most job roles are relevant in L1 pass criteria.	Outline and describe some of the job roles for front of house within the propose hospitality and catering provision.		
LO2 Know the requirements for hospitality and catering provisions.	AC2.2 Describe the operation of front of house.	Outline in general terms of the operations required for front of house of a hospitality and catering provision. This may have limited relevance to the proposed hospitality and catering provision.	Describe some of the operations of front of house in relation to the proposed hospitality and catering provision. There may be omissions and errors with minor selection of the content not relating to the hospitality and catering proposal provision.	Describe the majority of operations of front of house in relation to the proposed hospitality and catering provision. General points (aspects) of the operation may be described in detail. There may be omissions and minor errors.	Describes in detail the operations of front of house in relation to the proposed hospitality and catering provision. Evidence is clear, detailed and realistic.

<p>LO3 Understand how hospitality and catering provisions meets health and safety requirements.</p>	<p>AC3.2 identify risks to personal safety in hospitality and catering.</p>	<p>Outline some risks to personal safety in hospitality and catering provision. This may have limited relevance to the hospitality and catering proposed provision.</p>	<p>Identify a range of the risks to personal safety in relation to the proposed hospitality and catering provision. There may be omissions and errors with minor selection of the content not relating to the hospitality and catering proposal provision.</p>	<p>Identify the risks to personal safety in relation to the proposed hospitality and catering provision. Health and security should be addressed. There may be omissions and minor errors.</p>	
	<p>AC3.3 recommend personal safety control measures for hospitality and catering provisions.</p>	<p>Outline a range of personal safety control measures for hospitality and catering provision. There is some reference to justification of the recommendations. This may have limited relevance to the hospitality and catering proposed provision</p>	<p>Recommend a range of control measures for the proposed hospitality and catering provision, some of which are relevant to the proposed hospitality and catering provision. Generally recommendations are justified.</p>		

LO4 Be able to propose a hospitality and catering provision for location.	AC4.1 review options for hospitality and catering provisions.	A limited range of options are reviewed with simple and straightforward conclusions.	A range of options are reviewed. Conclusions are straightforward.	A range of options are reviewed. Conclusions include reasoned judgements.	A range of options are reviewed within depth and clear reasonable judgement made.
	AC4.2 communicate options for hospitality provisions.	Options are communicated. There is some evidence of structuring information and consideration of style and tone. Diagrams/imagery may be used to enhance key points.	Options are communicated in a logical structure. There is an attempted to use appropriate tone and style. There is some attempt to use imagery to highlight and communicate key points.		