



MARKING SCHEME

SUMMER 2018

**LEVEL 1/2 AWARD IN HOSPITALITY AND
CATERING - SPECIFICATION A**

UNIT 1: HOSPITALITY AND CATERING

9301-01

INTRODUCTION

This marking scheme was used by WJEC for the 2018 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.

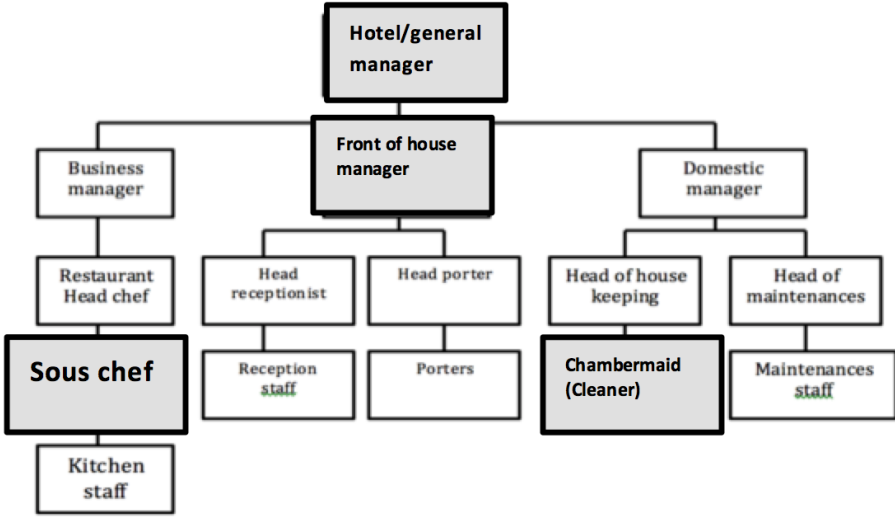
It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conference, teachers may have different views on certain matters of detail or interpretation.

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

Markers

Advice:








Even though sample responses are in this mark scheme, remember the best to benchmark against are in your samples for conference.

Question	Answers	Marks
1a. LO1 AC1.1	<p data-bbox="331 174 1262 241">Award 1 mark for each of the correct job roles within the hospitality and catering structure.</p>  <pre> graph TD HGM[Hotel/general manager] --> BM[Business manager] HGM --> FHM[Front of house manager] HGM --> DM[Domestic manager] BM --> RHC[Restaurant Head chef] RHC --> SC[Sous chef] SC --> KS[Kitchen staff] FHM --> HR[Head receptionist] HR --> RS[Reception staff] FHM --> HP[Head porter] HP --> P[Porters] DM --> HHK[Head of house keeping] HHK --> CM[Chambermaid (Cleaner)] DM --> HM[Head of maintenances] HM --> MS[Maintenances staff] </pre>	4

1b
LO2
AC2.1

Award 1 mark for each correct stage of the workflow of the delivery.

6

Stages	Images drag and drop	
1		<p>Check order is correct against invoice.</p> <div data-bbox="847 331 922 396" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">G</div>
2		<p>Check delivery items for correct temperature, appearance and quality.</p> <div data-bbox="847 562 922 627" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">F</div>
3		<p>Reject any items that are not correct temperature or are damaged.</p> <div data-bbox="847 824 922 889" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">B</div>
4		<p>Food product are good need to be place on trolley to take into kitchen.</p> <div data-bbox="847 1081 922 1146" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">D</div>
5		<p>Place frozen foods away in freezer.</p> <div data-bbox="847 1272 922 1337" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">A</div>
6		<p>Place perishable foods into fridge.</p> <div data-bbox="847 1496 922 1561" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">E</div>
7		<p>Place dry food items (flour, sugar and baking powder) away into sealed containers.</p> <div data-bbox="847 1753 922 1818" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: auto; margin-right: auto;">C</div>

2a LO1 AC1.3	Award one mark for correct answer: (ii)	1
2b LO2 AC2.2	<p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 marks. Outlining in general (basic) dress code for hotel receptionist. Maybe 4 points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks. Describes dress code of receptionist at hotel in detail with justification. maybe just 4 points.</p> <p>Smart; clean, in uniform, well presented.</p> <p>Candidates may use a range of responses for the dress code. However, double marks should not be awarded for answers that are the similar/same. For example: tidy/neat.</p> <p>Sample 4 mark answer The appearance of a front office receptionist is important; as this is normally the first impression customers will receive. Personal hygiene must be well attended to, and overall grooming should be neat and orderly. Good hygiene is important, as the receptionist will be seeing and talking to customers all day: bad body odours or grubby appearance, which may put customers off the hotel.</p>	4





<p>2c LO1 AC1.2</p>	<p>Up to 2 marks available for each responsibility described.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 marks. Outlining in general (basic) duties that receptionist would undertake. Maybe 4 points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks. Outline and clearly describe duties of receptionist at hotel.</p> <p>Sample answers 1-2 marks Outline in basic terms the duties for a receptionist, this maybe just 4 points. For example welcome customer, answer phones, and book customers in and out, answering emails. Or maybe 2 points with description. Craig would answer the phone at reception and greet customers.</p> <p>Sample answer 3-4 marks The main purposes of the hotel reception area's staff are to respond courteously to guests' requests, play a part in the general running of the reception desk and help the General Manager to maintain a smooth room bookings service.</p> <p>Candidates may make reference to the follow duties within their answers: Indicative content</p> <ul style="list-style-type: none"> • To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience • To build a good relationship with all guests • Resolve any complaints/issues quickly to maintain high quality customer service • To deal with guest requests to ensure a comfortable and pleasant stay • To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible • To be responsible for accurate and efficient accounts and guest billing processes • To assist in keeping the hotel reception area clean and tidy at all times • To administer all routes of reservations to ensure that room bookings are made and recorded accurately • Ensure that all reservations and cancellations are processed efficiently. Keep up to date with room prices and special offers to provide accurate information to guests • May have to report any maintenance, breakage or cleanliness problems to the relevant manager • To administer the general petty cash system and float in an accurate manner • To undertake all training as required (e.g., first aid, health and safety, customer service) 	<p>4</p>
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<p>3a LO1 AC1.2</p>	<p>Award 1 mark for each correct response.</p> <p>Indicative content</p> <p>As a head chef your duties would include:</p> <ul style="list-style-type: none"> • Planning menus/producing menus and new dishes • Making sure food is of the right quality and price and is produced on time • Managing stocks of food • Ordering food from suppliers • Controlling a budget and keeping accurate records • Managing health and hygiene procedures • Organising the staff duty rota • Managing and recruiting, training and developing staff • Overall responsibility for daily operations in the kitchen • Liaising with purchasing companies for food orders • Maintaining or raising the profit margins on food • Costing's of dishes • Work closely with hotel manager <p>Accept any other correct response</p>	<p>4</p>
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3b
LO2
AC2.1

Award 1 mark for each correct match of the equipment image to description.

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 2	Used for beating cake batter, whisking up egg whites and cream for puddings and even kneading dough.
 1	Used to blend ingredients or purée food in the container in which they are being prepared. Uses include puréeing soups and emulsifying sauces.
 3	Use to check internal food temperatures when you cook, re-heat, cool, thaw, and keep foods hot or cold.
 4	Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.

<p>4 LO1 AC1.4</p>	<p>Award up to 6 marks.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1-2 marks. Outlining in general (basic) the factors affecting the hospitality and catering industry. Response is limited in detail, mainly listed.</p> <p>Award 3-4 marks. Clear explanation of how London hosting the Olympic games increased hospitality and catering industry within the UK. Statements are included which are relevant, with, detailed reasoning to the effects (positive) of London's Olympic games on hospitality and catering industry in UK during and after the event.</p> <p>Award 5-6 marks. In-depth explanation of the positive effect the London Olympics had on the UK's hospitality and catering industry. Evidence contains detailed reasoned statements, which are relevant to the effects that the London Olympics had on hospitality and catering industry in the UK during and after the event.</p> <p>To award more than 3 marks responses must cover more than just food provision (catering)</p> <p>Answers could include:</p> <p>During the London Olympics the UK had a lot of visitors from around the world. The hotels/B&B/Hostels within the hospitality and catering sector increasing their normal nightly rental tariff and were all fully booked before and after the duration of the Olympics and Paralympic games, with some overseas visitors deciding to travel around the UK generating more income to the hospitality and catering sector.</p> <p>Candidates could mention the positive impact the Olympics had on catering related establishments such as restaurants, take away establishments and cafes. That within this area jobs were created and profit and more money had been generated during this time.</p> <p>Candidates may also mention that due to the publicity of the events that more tourists came to visit the UK after seeing the events on TV. Again having a positive effect on the income and jobs to UK.</p> <p>Sample 2 marks The London Olympics had a good effect on the UK hospitality and catering industry as lots of people came to the UK to watch the games. They stayed in hotels and ate out more, which made more money for the hospitality and catering industry.</p> <p>Sample 4 marks During the London Olympics the UK had a lot of visitors from around the world. Jobs were created. Due to the increased number of visitors to all hospitality and catering provisions, most jobs had been created, as all hotels, B&B's and hostels were fully booked for the duration of the games. This also generated a lot more profit and money coming into the sector over this period.</p> <p>Sample 6 marks The hospitality and catering sector had already increased in profit after the bid for the Olympics was won by London, as the games had advertised the UK on a global platform. This encouraged more visitors to the country even before the games started. There was also a great deal of foreign investment to the UK in preparation for the London Olympics this generated spending within the UK and many more jobs especially within the hospitality and catering sector.</p>	<p>6</p>
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<p>5a LO5 AC5.1</p>	<p>Award 1 mark for each correct answer, these may include:</p> <ul style="list-style-type: none"> • Bed and breakfast • Budget hotel (these maybe named, eg. Premier Inn, Travelodge however, only 1 mark to be awarded for any named budget hotel.) • Hostel • Tourist apartments 	<p>2</p>
<p>5b LO2 AC2.3</p>	<p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 marks. Outlining in general terms (basic) how the accommodation meets Gemma's needs. This maybe bullet point with some or little description.</p> <p>Award 3-4 marks. Giving clear details of how one of these suggestions would meet Gemma's needs.</p> <p>Sample: 1 mark</p> <p>A bed and breakfast is cheap as Gemma is a student.</p> <p>Sample: 4 mark</p> <p>A youth hostel would be the best place for Gemma to stay, as it is one of the cheapest accommodations, so would fit into Gemma's budget as she is a student and wouldn't have a lot of money to spend on accommodation.</p> <p>Please note: Bed and breakfast, youth hostel, rent apartment or budget hotel is an acceptable answer.</p>	<p>4</p>

<p>5c LO1 AC1.4</p>	<p>Award up to 5 marks.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 marks. Outlining in general (basic) how technology affects the customer's accommodation choice. These maybe bullet points with little description.</p> <p>Award 3-4 marks. Some explanation of how technology can affect the customer's accommodation choice.</p> <p>Award 5 marks. Clear explanation of how technology can affect the customer's accommodation choice.</p> <p>These maybe placed in bullet point with brief description of each.</p> <p>Answers could include:</p> <ul style="list-style-type: none"> • For location many customers will use Google maps on the computer or mobile devices to see how far places are from the accommodation • A number of accommodation websites now include maps on their website to show there location to nearest train station/attractions • Use social media to ask for recommendations of where the best places are, or the best websites to search from friends on Facebook or twitter • Designing website to encourage customer's to the accommodation • Using social media to offer competitions to attract and influence customers • Using and paying Google and other search engines to place accommodation website at top of search page 	<p>5</p>
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	<p>Sample 2 marks Response limited in detail mainly listed.</p> <ul style="list-style-type: none"> • Trip advisor and rating • Reviews on social media page/Twitter/Facebook • Using social media to offer special promotions. <p>Sample 4 marks Using the internet to find the best deals and prices on hotels using websites like Trivago, Laterooms and Travel Supermarket. This encourages customers as they feel they are getting the best deal. Again using the internet for Trip Advisor to find the best reviews of the hotels.</p> <p>Sample 5 marks The use of technology can affect customer's accommodation choices. The internet being one of the largest uses of technology to affect the customer's choices in where they stay. Internet search engine to find websites for the best prices for the hotels. Websites like Trivago, Laterooms and Travel Supermarket to compare all the prices of accommodation in order to find the best ones, these sites are often responsibly for customer's choices of accommodation.</p>	
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6a
LO3
AC3.2
AC3.3

Award 1 mark for each **personal** safety risks and up to 2 marks for each correct control measure.

6

Risk	Control measures
Slips, trips and falls	Wet floor sign to be placed on the floor. Non slip shoes Make sure there is no obstruction on the floor. All loose carpet, flooring should be reported and fixed.
Contact with hot surfaces and harmful substances	Training required. COSHH assessment and training required. Oven gloves
Dermatitis/skin conditions	Gloves to be worn at all times during handling and serving of food.
Cuts from knives	Correct equipment Secure chopping board Correct cutting techniques First aid trained member of staff in the kitchen. Training on Health and Safety at work act.
Burns / Scalds	First aid trained member of staff in the kitchen. Oven gloves
Mental stress	Workload balance, employers' responsibility to the health of their staff. To make reasonable adjustments to their jobs.
Handling raw meat and poultry	Food hygiene training and certificate for all employees.
Exposure to cleaning products, pest control products, or other chemicals	COSHH assessment and training provided.

Accept any other acceptable response as long as **qualified** and linked to **personal** safety

Some control measures can also apply to different risks

<p>6 LO4 AC4.1</p>	<p>Award 1 mark for each correct answer.</p> <p>(i) False (ii) True (ii) True (iii) False</p>	<p>4</p>
<p>6c LO3 AC3.1</p>	<p>Up to 2 marks available for each personal safety responsibility described.</p> <p>Award 1 mark for each safety responsibility.</p> <p>Award 1 mark for each responsibility described.</p> <p>Award 2 marks for each responsibility with a description of why</p> <p>Description can be credited without the responsibility being named.</p> <p>Sample answers</p> <p>The employee must wear gloves when using the spray. (1 mark for stating the responsibility)</p> <p>The employee must wear gloves when using the spray as the COSSH form has warning that the spray could burn or irritate skin. (Award 2 marks as responsibility and description).</p> <p>If sprayed directly onto the skin it will burn (1 mark for a description)</p>	<p>6</p>

<p>7a LO4 AC4.2</p>	<p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 mark for basic answer, may resemble a list</p> <p>Award 3-4 marks for clear description of the job role.</p> <p>Award 5-7 marks for a detailed description of the job role.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Carrying out routine or unplanned visits and inspections to ensure compliance with health and safety legislation and taking action to improve conditions • Providing advice and assistance to householders and businesses • Taking photos, producing drawings, removing samples and conducting interviews as part of the inspection process • Investigating complaints from the general public • Carrying out food hygiene and food standards inspections • Investigating accidents at work and complaints about poor standards of health and safety, as well as identifying areas of negligence • Investigating outbreaks of infectious disease and preventing it spreading any further • Monitoring radiation activity, taking action when safety levels have been exceeded • Issuing licenses for food providers • Advising on planning and licensing applications • Giving talks at public enquiries, meetings and exhibitions, as well as ensuring compliance through education, advice and enforcement • Taking enforcement action, initiating legal proceedings, preparing and giving evidence in court • Advising on health and safety issues in relation to new buildings and developments <p>Sample 1 mark EHOs are officers who inspect premises to make sure they are safe and hygienic.</p> <p>Sample 3 marks EHOs are responsible for implementing and enforcing health policies maintain and safeguard standards relating to people's health and well-being. They will award premises with a food hygiene rating which is in public view.</p> <p>Sample 6 marks EHOs are responsible for implementing and enforcing health policies maintain and safeguard standards relating to people's health and well-being. They will visit premises that are already open and either award premises with a food hygiene rating which is in public view, or close the premises down and give them a list of changes that need to do made prior to them re-opening .They will also investigate food poisoning outbreaks.</p>	<p>7</p>
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<p>7b LO4 AC4.3</p>	<p>Up to 2 marks available for each description of safety legislation in relation to food storage.</p> <p>Award 1 mark for one point related to safety in food storage.</p> <p>Award a maximum of 2 marks for a basic list with no description</p> <p>Award 2-3 marks for basic description of at least one point in relation safety in food storage with a description.</p> <p>Award 4 marks for a detailed description of two or more points.</p> <p>Answers may include, but are not limited to:</p> <ul style="list-style-type: none"> • Relating directly to food safety act • Food labelling • Fridge/freezer temperatures • Correct storage of food items within the fridge/freezer • Could be interlinked with allergies • Cross contamination • Using a food probe to check temperature of food stock in the fridges • Taking core temperature of food items in freezer to follow guidelines of storage • To create a HACCP of all storage • Rotate stock to make sure foods are not kept too long. Make sure high-risk food* is date-coded, including food which is prepared on the premises • Store ready-to-eat food above and well separated from raw food in covered containers and in a clearly distinguishable part of the fridge/freezer • Food with a 'use by' date should be checked regular and stored in a fridge • Make sure that you do not use food after its 'use by' date. If you keep it any longer it might not be safe to eat • Follow the food manufacturer's instructions on how to store the food, including how long it is safe to store food once opened, and any special temperature requirements, as these are designed to keep it safe • It is important to use equipment properly to make sure food is kept cold enough. Follow the manufacturer's instructions on how to use fridges and chilled display equipment. Fridges must not be over-stocked to allow cold air to circulate • Dry foods such as flour and rice should be stored in rooms which are clean, dry and well ventilated. Food should be kept off the floor and placed in covered food grade containers. When transferring food from its original packaging into containers, you should retain the ingredients list to ensure awareness of ingredients, which may cause an allergy. The date code should also be marked on the container. <p>Sample answers Food must be stored at correct temperature. (1 mark) All foods must be stored at the correct temperature to prevent growth of harmful bacteria. For example Store below 5°C for items that are perishable. (2 marks)</p>	<p>4</p>
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<p>7c LO4 AC4.1 AC4.4 AC4.5</p>	<p>Up to 2 marks awarded for name of food poisoning, 2 marks for Cause and 2 marks for Symptoms.</p> <p>Name:</p> <ul style="list-style-type: none"> • Campylobacter • Salmonella • E-coli • Clostridium perfringens • Listeria • Bacillus cereus • Staphylococcus aureus <p>Cause:</p> <ul style="list-style-type: none"> • Raw meat, poultry and sea food • Raw eggs • Contact with some animals • Fruit and vegetables – unwashed • Cross contamination • Not washing hand/bad hygiene <p>Symptoms:</p> <ul style="list-style-type: none"> • Diarrhoea • Abdominal pain and cramps • Fever • Nausea • Vomiting • Chills • Headache • Blood in the stool <p>Same responses for cause and symptoms can be credited more than once</p>	<p>6</p>
<p>8a LO5 AC5.2</p>	<p>Up to 2 marks available for each type of provision suitable to meet the needs of the visitors to Go Wild.</p> <p>Type of <i>provision</i> can relate to :</p> <p>Types of outlets that would be found in a theme park – cafes, coffee shops, fast food outlets, vending machines, pubs etc.</p> <p>Types of services that could be provided at outlets within a theme park may also be credited</p> <p>Award 1 mark for type of provision recommended.</p> <p>Award 2 marks for type of provision recommended and description of how this provision will meet the needs of the visitor.</p> <p>Sample answers Recommendation of a café for the Go Wild customers. (1 mark) Recommendation of a café for the Go Wild customers as it can be somewhere for the families to go to have a coffee and a snack with the children. (2 marks)</p>	<p>6</p>

<p>8b LO5 AC5.2</p>	<p>Review suggestions for hospitality and catering provision for Go Wild animal park and justify, which one is most suitable to meet the needs of the visitor's.</p> <p>Up to 7 marks available for justification of the most suitable hospitality and catering provision for Go Wild.</p> <p>Responses can be in relation to types of positive or negative factors for justification of choice.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1-2 marks. Outlining in general proposed idea for hospitality and catering setting with some basic justification for choice. Response has limited detail, mainly listed or described.</p> <p>Award 3-5 marks. Detailed justification of the choice of the hospitality and catering provision for Go Wild animal park. Some application to the scenario. Options are communicated in logical structure and the response has attempted to use appropriate tone and style.</p> <p>Award 6-7 marks. Clear and detailed justification for the reasons of choice of catering facility provision for Go Wild, this is based on information sourced from the statement. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Key points highlighted from the scenario. Selection and rejection would be evident and reasoning as to why. The main structure for the reason would be based on the information that Go Wild want to attract more families and therefore the reasons selected would reflect this statement.</p> <p><i>Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are a guide only of the justification the marks that can be awarded.)</i></p>	<p>7</p>
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Sample Responses**Award 2 marks**

I have chosen a restaurant for the Go Wild animal adventure park, as there will be a place for all the family to go and have a meal. The restaurant would provide smaller meals for the children and somewhere the whole family can go.

Sample Responses**Award 5 marks**

I have chosen a café for my catering provision for Go Wild animal adventure park. I have chosen a café as its less formal than a restaurant and therefore would be cheaper too. As there will be a lot of families with young children visiting the park, the café would be an idea environment where parents can have a quick break and the children would not get bored waiting for their food. The café would provide snacks and drinks which has a quick turn around so that they would be able to serve everyone who visits. There would not be a long wait for food and food that is served would be snacks therefore the visitors would not stay in the venue for long. This means the café can serve more customers.

Sample Responses**Award 7 marks**

I have chosen a fast food outlet as a catering provision for Go Wild. The park want to attract more families, a fast food outlet as the main place to eat would be better as children are often fussy on what they like to eat and often chicken nuggets/burgers from fast food provision are always the most popular. Also this type of food provision is often the cheapest alternative as they are quick and cheap to make, keeping the cost down for the park and the families buying the food. This provision also gives the park an opportunity to offer children's meals that are themed to the park and the animals. This will attract more families to the fast food outlet. A fast food outlet will also be able to get through all the visitors quickly, as a restaurant may get full at peak times and the turnaround for space available is a lot slower than a fast food outlet. With the fast food outlet, they could place benches outside so families could take the food away on a nice day and eat it outside. The fast food outlet could also have a children's area in order to keep children entertained whilst parents eat or have a coffee and a snack.

Question No.	LO1				LO2			LO3			LO4					LO5		Total
	AC1.1	AC1.2	AC1.3	AC1.4	AC2.1	AC2.2	AC2.3	AC3.1	AC3.2	AC3.3	AC4.1	AC4.2	AC4.3	AC4.4	AC4.5	AC5.1	AC5.2	
1a	4																	
1b					6													
2a			2															
2b						4												
2c		4																
3a		4																
3b					4													
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7a												6						
7b													4					
7c											2			2	2			
8a																	6	
8b																	7	
	4	8	2	11	10	4	4	6	2	4	6	6	4	2	2	2	13	90
Total	25				18			12			20					15		90
	%				%			%			%					%		