

Hospitality and Catering

Revision

Exam Question Answers



Types of Food Service (a) - Answer

Mark your answers:

- (a) Full English, continental breakfast, fruit juice, hot beverages, cereal, bacon, sausages, hash brown, fried bread, pancakes, bread rolls, croissant, toast, jam, preservatives, yoghurt, smoothies. (4)

(b) **Customer** – customer can choose own breakfast, food is kept hot until wanted, customer can eat at own pace, can have as much/little as wanted, can choose well/lightly cooked foods, quicker as no waiting (2)

Caterer – can pre-prepare food in the kitchen ready for display, fewer staff needed for service, fewer staff means less wages, cooked in bulk, less customer complains as customer chooses their dish (2)
- (a) Access at all times, excellent portion control, hygienic as its wrapped, can be hot/cold, time saving, variety. (2)

(b) Fresh fruit, fruit juice, water, milk & milk drinks, nuts, seeds, dried fruit, cereal bars, sandwiches, hot drinks. (4)

C) i) Keep raw meat separate from other foods to avoid cross contamination/ chill between 0-5C/ Check use by dates
ii) Burgers and sausage must be cooked right through no pink bits in the middle/ use temp probe and check it's cooked to over 72C
- Rise in the number of people eating on the go (grab and go style) due to work and leisure/ increase in outdoor festivals and events needing food stalls
- (a) Pre-prepares salad saves caterer time, self service so less staff needed, size of bowl govern portion, value for money, freedom of choice, good nutritional value, contribute to 5 a day. (4)

(b) Bean salad, potato salad, rice salad, pasta salad, Russian salad, beetroot salad, waldorf salad. (2)

(c) **Displaying** – sneeze guards, glass to see food but not touch it, chiller cabinets with doors, animals not allowed in restaurant, high risk food not topped up, correct temperature, clean serving spoons, not overfilled. (3)

Serving – use tongs/spoons to serve, food covered under sneeze guard, food and money not handled at same time, animals not allowed in restaurant, dressing separate to salad, serving spoons avoid cross contamination. (3)

Types of establishments

- Commercial establishments are businesses who aim to make a profit eg a hotel. Non commercial establishments are not profit making eg hospital or school
- Residential: Hotel, inn, hospital, prison, B&B, hostel, guest house
Non-residential: Restaurant, café, school, fast food outlet, tea room, burger van.
- A contract caterer provides food and drink at a venue where catering facilities are not available eg in a village hall.
- Star rating is used to rate the standard of hotels and guest houses eg **** hotel will have 24 hour room service, breakfast and dinner 7 days a week, wifi, en suite facilities, etc
- a) contract caterer will take over responsibility for planning and organising the food, leaving the customer free to enjoy the party/ they would provide staff to serve the food/ they would help to / they would help to choose a good menu. (2)

(b) 1-2 marks basic answer with list of points/3-4 marks discussion with at least 4 justified points

 - CC needs to keep contact throughout planning to fully understand expectations and requests of customer
 - CC finds out about special dietary needs, likes and dislikes and favourite foods
 - CC understands the timings involved for serving the food
 - Customer feels confident that event will run smoothly
 - A successful event will mean more business and a good reputation for CC.

(c) 1-3 marks for a basic answer with a list of points/ 4-6 marks good understanding of points considered/ 7-9 marks very good understanding of a wide range of points for both costing and planning

Costing: food costs/ overheads eg electricity/ gas/ transport/ labour costs for self and staff employed/ profit/

Planning: age/ sex/ dietary needs/ and likes and dislikes of group/ time of year (hot or cold), seasonal foods/venue (garden/ house)/ facilities available to cook and serve food/ types of service (table or buffet)/ decoration?

Job Roles - Roles Answers

Mark your answers:

- 1 (a) Pleasant manner, smart appearance, willing to learn, honest, reliable, good timekeeping, previous experience, good communicator, polite and courteous, calm under pressure (3)
(b) Greeting customers, customer care, checking in, preparing bills and taking payment.
2. (a) Customer care, greeting and seating customers, laying table, checking cutlery, resetting tables, taking orders, serving food, clearing tables, serving drinks, preparing bills. (5)
3. (a) Good manipulative skills, creative flair, presentational skills, artistic, able to organise and delegate, able to work under pressure, cope with stress, highly motivated, responsible, good team leader, good team member, good communication skills, knowledge of food and menus, well qualified, able to maintain standards and customer care. (3)
4. (a) Dealing with complaints, explaining the menu, greet customers, show to table, explain buffet system, offer drinks and bread rolls, check customer is ok, serve protein / hot foods, help disabled customers, clear tables, replenish buffet table. (4)
(b) Apologise to customer, inform chef / manager, offer another meal, be understanding and polite, offer some form of compensations, adjust temperature of serving trays **not reheat**. (4)
5. Part time contract is for set hours per week/ zero hours contract varies week by week. Part time entitled to holiday and sick pay/ Zero hours do not get sick pay but are entitled to holiday based on hours worked. Part time must give notice to finish working/zero hours do not need to accept work offered(3)
6. Costs of food and fuel etc/ profits margins/ the economy and people's willingness to spend money/ environmental issues eg rain/flooding/ technology and it's ability to improve a business/ customers lifestyles/ customer service/ competition from other businesses/ trends eg vegan food/ political factors (laws linked to alcohol and food safety/ brexit etc)/ media(positive and negative media feedback eg trip advisor/ review websites)

Accidents, Hazards (b) - Answers

Mark your answers:

5. (i) Never run in the kitchen (✓) **(1)**
(ii) Always use a damp tea towel to handle hot equipment (x) **(1)**
(iii) Cover minor cuts with a blue waterproof dressing (✓) **(1)**
(iv) Always use a blunt knife (x) **(1)**
(v) Burns are caused by dry heat (✓) **(1)**
6. (a) Wash, dry, apply blue waterproof dressing/plaster. If it bleeds persistently apply pressure. **(2)**
(b) Run under running cold water for 10mins or until stinging stops. For fat burns seek medical help. **(2)**
7. (a) increase awareness of safety at work, make sure employers are protected by law, make sure employees are protected by law, provide supervision information and training. **(2)**
(b) Slips, trips, falls, burns and scalds, lifting heavy objects incorrectly, misuse of electrical equipment, lack of attention. **(4)**
(c) Answer to include reference to: floors in good repair; warning notices of wet floor; guards on machinery; extra care cleaning machinery; one person to a machine; dry cloths to handle hot dishes; lift heavy items correctly; never place knives in sinks; use knives correctly with care; don't overload sockets; don't have trailing wires; don't handle electrical equipment with wet hands; walk not run. **(6)**

Knives - Answers

Mark your answers:

1. (a) Cook's knife, chef's knife, palette knife, paring knife, vegetable knife, boning knife, meat cleaver, filleting knife, bread knife, peeler/peeling knife. **(3)**
(b) Use a sharp knife, use correct type/size of knife, keep handles grease free, carry knives point facing down, never put knives in washing up bowl, keep knives away from surface edge, pass knives by handle not blade, never catch a falling knife, store knives in knife block, cut away from you, don't run with knife, wipe with the edge of the blade away from your hands. **(4)**
2. Stainless steel blades (don't rust), colour coded (easy to identify and avoids cross contamination), plastic handles (non slip), wooden handles (ease of holding), appropriate weight for chef, balance of knife (blade to handle ratio), knife where blade continues through the handle (for added strength), range of sizes for different jobs, appropriate case/block to store knives, quality/known make of knife, sharpness. **(4)**

Kitchen Equipment - Answers

Mark your answers:



1. Masher, cooks knife, chefs knife, whisk, fish slice **(4)**
2. (a) Dessert spoon, dessert fork, side plate, butter knife, large/dinner fork, large/dinner knife **(3)**
(b) Cruet (salt and pepper), other condiments (e.g. sauces), napkins, flower/table decorations, table number, drinking glasses, table cloth, place mats, menus **(3)**
3. (a) Store food to keep at the correct temperature, customer can see what's available, customer can serve themselves, food is pre-packed so reduce contamination **(3)**
(b) Saves time, saves a backlog of dishes, efficient, ensures crockery is cleaned thoroughly, sparkling tableware, sterilized from washing at high temperature **(3)**
(c) Labour saving, reduces labour cost, time saving, consistent results, variety of uses (e.g. pastry making, cake making, vegetable preparation) **(3)**
4. (a) Coffee, hot chocolate, tea, soup, hot water **(2)**
(b) Offers a wide range of products, instant so saves time, hot drinks constantly available, don't need staff to serve, consistent quality, portion control, saves space, less washing up **(3)**
5. **(4)**

Accidents, Hazards (a) - Answers

Mark your answers:

1. (a) Gender, time, date, place of accident, type of accident, treatment given, further treatment, supervisor, witness, whether worker was doing his/her job. (3)
(b) Cuts, burns, scalds, falls, trips, electric shocks, incorrect lifting of heavy objects. (3)
(c) Answer to include reference to: floors in good repair; warning notices of wet floor; guards on machinery; extra care cleaning machinery; one person to a machine; dry cloths to handle hot dishes; lift heavy items correctly; never place knives in sinks; use knives correctly with care; don't overload sockets; don't have trailing wires; don't handle electrical equipment with wet hands; walk not run. (5)
2. (a) Use a sharp knife; use correct size of knife; keep handles grease free; carry knives pointing down; never put knives in the sink; keep knives away from surface edge; never catch a falling knife, store knives in knife block. (4)
(b) wash, dry, apply a blue waterproof plaster/dressing. If it bleeds persistently apply pressure. (2)
3. (a) Don't overload fryer, don't place wet items into oil, choose correct cooking temperature, add food slowly, (3)
(b) Switch off appliance, switch off gas, cover with fire blanket, raise fire alarm, follow fire procedure (2)
(c) place burn under water/immerse in cold water, keep there for 10mins, if serious cover with dressing, apply cling film (3)
4. (i) A wet floor sign, mop immediately (1)
(ii) replace wire/flex, don't use, inform manager/electrician (1)
(iii) staff training, being instructed (1)
(iv) supervised delivery, move to correct storage area (1)

Environmental Health Officer - Answers

Mark your answers:

1. Environmental Health Officers are concerned with the hygiene and safety of all food and food premises.
 - (a) *The powers of an EHO are wide ranging, during a routine inspection they will look for – entrances and exits unblocked; fire doors undamaged; good lighting; suitable supply of hot/cold water; good ventilation; separate hand wash basins; soap/nailbrush/towels; provision of staff toilets; floors in good repair (clean and warning notices where needed); equipment operating correctly; guards on machines; staff trained to use machines; notices for machinery close to machines;; all surfaces clean and undamaged; suitable protective clothing worn by staff; all food stored correctly; equipment stored correctly; cleaning material stored correctly; rubbish bins covered and emptied; staff work safely and hygienically; first aid provided and accessible; cleaning schedules; evidence of staff training . (6)*
 - (b) Consequences. (6)
For the food premises owner – premises closed down (notice to improve) so loss of income, EHO can seize unfit food/records to use as evidence, EHO can prevent the owner from managing any other food businesses, £20,000 fine, taken to court to face legal proceedings by EHO or customers who have suffered from food poisoning.
For the employees – lack of self esteem if premises is dirty, loss of earning is premises is closed, loss of earnings if customer numbers fall.
For customers – Increased risk of food poisoning from unhygienic premises.

Food Hygiene - Answers

Mark your answers:

- 1. Answer should include** – high standards of personal hygiene by staff preparing food (e.g. clean hands/wearing uniform), food taken from chiller/fridge just before using to prevent bacterial growth, special care with high risk foods (e.g. shellfish, cooked meat, dairy products), raw and cooked foods kept apart during storage and preparation, check use-by dates thoroughly, food cooked thoroughly (core temp of 75°C), wash all fruit and vegetable thoroughly before using, use of colour coded chopping boards and knives to prevent cross contamination, keep food covered until service, thoroughly defrost foods, food kept chilled/refrigerated under 5°C until served, food served at correct temperature above 63°C, separate serving utensils for each food if not plated, train staff to keep tables and eating areas spotlessly clean to prevent dirt and bacteria spreading, do not serve raw or lightly cooked eggs to older people, avoid re-heating foods, wearing gloves on serving. **(8)**
- 2. (a) Eggs, chicken, poultry, meat, shellfish, mayonnaise (2)**
 - (b) Soft cheeses, pate, salads. (2)**
 - (c) (i) temperature, perishable foods should be stored immediately, check cleanliness, check packaging, carry out quality checks, check use-by dates, reject any suspect goods, accepting poor quality food can lead to contaminating food. (3)**
 - (ii) bacteria grows slow under 5°C so should be placed in chillers, food should be covered in fridge, position raw under cooked food, take foods out of fridge as close as possible to preparation time, cool foods rapidly (danger zone is 5-63°C. Thaw food unless it can be cooked from frozen. (3)**
 - (iii) wash hands to prevent cross contamination (especially between handling raw/cooked foods), wear kitchen whites/uniform, hair tied back preferably under hat, having short clean nails, no nail varnish, no coughing sneezing over food, cover cuts with blue waterproof plaster, no licking fingers / unhygienic practices. (3)**

Food Hygiene - Answers

Mark your answers:

- 3. (a) Salmonella, clostridium perfringens, staphylococcus Aureus, campylobacter, E.coli, Listeria monocytogenes. (2)**
 - (b) Preparing** - High standards of personal hygiene, wash hands, protective clothing, tie back/cover hair, clean equipment, use antibacterial spray on work surfaces, clean dish clothes, separate equipment for raw/cooked food, colour coded chopping boards/knives, wash fruit and vegetables before use, keep raw/cooked food separately. **Cooking** – cook food thoroughly, check core temperature (above 70°C), don't prepare/cook foods too far in advance, thaw raw ingredients thoroughly before cooking, quickly cook food prior to storage, clean equipment, cook meat correctly. **(6)**
 - (c) Premises may be inspected by EHO, loss of business, bad reputation (from low profits and less, less business), possible redundancies, loss of working days through illness, prosecutions (restaurant may close down). (4)**
- 4. Food Premises** – must be well maintained, must be regularly cleaned, must have lockers for employees, hand wash facilities available, clean cloakroom and toilet facilities, first aid available, storage areas clean, temperature controlled fridge and freezers, equipment clean and in good working order, free from pests.
Personal hygiene of food handlers – dressed in clean whites/uniform, hair tied back/in a hat, short clean nails, no nail varnish/jewellery, food handler should be in good health, food handlers should observe good hygiene (no coughing, washing hands, washing hands after touching raw meat), cuts covered with blue waterproof dressing, food hygiene training.
Hygienic practices – check deliveries thoroughly, food labelled/stored correctly (in fridges/freezers), food rotated (first in, first out), careful temperature control (keep food out of danger between 5-63°C), food prepared quickly and close to serving time, hot food held above 63°C, core temperature of cooked food 75°C, chilled food below 5°C, wash up in hot soapy water (if no dishwasher), safe disposal of waste, training of supervision of staff. **(12)**

Personal Hygiene (a) - Answers

Mark your answers:

- (a) Germs/dirt/bacteria collect under nails and could transfer to food. Nails can break off and contaminate food. **(1)**

(b) Hair should be covered or tied back to prevent hair, dandruff, etc falling into food. A chef's hat act as a chimney to keep the head cool. **(1)**
- After handling raw meat/poultry, after blowing nose/sneezing, after each task, after a break, after touching face/nose/ears/neck, after smoking, after handling rubbish, after visiting toilet. **(2)**
- (a) Use designated wash basins, hot water, liquid soap, wash thoroughly including nails, rinse, dry properly using aper towels or air dryer, use of nail brush, or use of alcohol scrubs/wipes. . **(2)**

(b) Prevent cross contamination, hands can spread bacteria, bacteria can be transferred from mouth to food via hands after smoking, reduce risk of food poisoning/keep food safe, spoil the food, transferring flavours, law. **(2)**
- (a) (i) nails harbour dirt, bacterial contamination of food, break into food **(1)**

(ii) contamination by dandruff and loose hair, prevent hair falling into food/trapping hair in machinery, keep hair away, prevent damage to hair, protects hair from effects of steam. **(1)**

(iii) protect against burns/hot splashes of liquid or fat, protect against oven burns **(1)**

(iv) reflects heat, shows up diet, shows stains. **(1)**

(b) Flat, non-slip, comfortable, supports the foot, safe soles, protection. **(2)**

Personal Hygiene (b) - Answers

Mark your answers:

- (a) wear appropriate dress (chef's whites/apron) to look hygienic/clean and prepared for work, hair back/under a hat so it doesn't have to be touched and so no hair/dandruff falls into food, no jewellery, no nail varnish, nails short and clean, neckerchief. **(2)**

(b) clean as you go, no licking fingers, no licking wooden spoons (taste with metal spoon), washing hands regularly, using correct chopping boards and equipment, wash fruit and vegetables, no coughing or sneezing over food, wearing blue waterproof plasters, keep raw and cooked foods apart, don't double up. **(3)**
- (a) Washing hands frequently helps prevent cross contamination especially when handling raw and coke foods, wearing whites or kitchen uniform, hair back, preferably under a hat, having short clean nails with no nail varnish, no coughing or sneezing over food, covering cuts with blue waterproof dressings, reporting any illness to supervisor. **(4)**

Food Safety, Poisoning - Answers

Mark your answers:

- (a) (i) 0-5°C (1)
(ii) a minimum of -18°C (1)

(b) Don't overload, cover food to prevent drying out, keep door open for a minimum amount of time. Never put hot food in a fridge, don't store cooked and raw food together. Check dates, rotate stock. Check fridge temperature, clean regularly. (3)

(c) It could cause food poisoning if not stored, prepared, cooked and served correctly. (1)

(d) eggs, meat, shellfish, chicken, soft cheeses, pate, custard, gravy, sauces, cooked rice, sushi, mayonnaise. (2)

(e) So when it's cooked the core temperature reaches 75°C. If ice is left, the poultry won't cook all the way through, could cause salmonella poisoning. (3)
- High standard of personal hygiene of staff (explain what that includes). food taken from chiller/fridge just before using, special care with high risk foods, raw and cooked foods kept apart during storage and preparation, check use-by dates, food cooked thoroughly (core temp of 75°C), wash all fruit and veg thoroughly, use of colour coded equipment prevents cross contamination, food covered until service, thoroughly defrost foods, food kept chilled/refrigerated, food served at correct temperature above 63°C, separate serving utensils for each food if not plated, keep tables and eating areas spotlessly clean, don't serve raw or lightly cooked eggs to older people, avoid re-heating foods, wearing gloves on serving. (8)
- (a) Eggs, meat, chicken and poultry, shell fish, soft cheeses, cooked rice, pates. (2)

(b) (i) below 5°C; (ii) "hot-held" food; (iii) 70-75°C (3)

(c) Washing hands helps prevent cross contaminations from raw to cooked food. Wear kitchen whites. Tie hair back/under hat. Short clean nails/no nail varnish. Cover cuts with blue waterproof dressing. Report illness. (4)

Commodities and their Use (a) - Answers

Mark your answers:

- (a) (i) cake, pastry, scone, bread, biscuit; (ii) sauces, shortbread, lemon meringue pie; (iii) biscuits, cookies, pastry, batter, white sauce, gravy/brown sauce (3)

(b) Dry, cool, well ventilated. In bins to prevent spoilage, sealed containers, kept off the floor. (2)

(c) A cheap commodity. Quick to cook. Several varieties (basmati for curries, Arborio for risotto, brown rice has higher nutritive value. Easy to store, long shelf-life. Can be eaten hot/cold. Suitable for all ages. Provides starch (carbohydrates), staple food. Suitable for vegans and coeliacs. Once cooked, it's high risk. (5)
- (a) Ciabatta, naan, pitta, bagel, croissant, baguette, chapattis, garlic bread, panini. (3)

(b) Carbohydrates, protein, fat, fibre iron, calcium, vitamin B. (2)

(c) Fresh, stamp date, overcooked, mould, fresh smell, sliced, squeeze to check if soft and fresh. Even size of rolls. (2)

(d) Staple food, cheap, easy to obtain. Comfort food (fills you up quickly). Many varieties, can be cooked in every meal of the day, can be used in sweet/savoury dishes. Bought fresh, can be frozen. Ready to eat. (5)
- Eggs are valuable commodities in the Catering industry.

(a) Protein, fat, vitamin A, vitamin B, vitamin D, iron. (2)

(b) Clean, stored pointed end down, no crack, not broken, date stamp, lion mark, temperature. (2)

(c) Prevent food poisoning, achieve consistent results, easy to use, avoid waste, longer shelf-life, portion control. (2)

(d) Easy to obtain, cheap, quick to cook. Can stay fresh for 3 weeks. Nutritious, good source of high biological value protein for vegetarians. Can be eaten every meal of the day. Can be sweet/savoury. Cooked in many ways, boil, poach, fry, scramble. (8)

Commodities and their Use (b) - Answers

Mark your answers:

4. (a) (i) Sole, plaice, cod, haddock, turbot, whiting. (ii) Herring, mackerel, salmon, trout, tuna. (iii) Mussels, oysters, scallops, crab, lobster, prawn. (6)
- (b) Protein, vitamin A, vitamin D, omega 3, iodine, calcium in tinned fish. (2)
- (c) Delivered in ice/chilled. Eyes bright and full, not sunken. Gills bright red in colour. Firm flesh. Fish isn't limp. Scales lie flat, moist and plentiful. Pleasant smell/fresh smell/smell of sea. Skin is covered with a fresh sea slime/ smooth and soft. Live shellfish. (3)
- (d) Variety of cooking techniques. Adding flavour by frying breadcrumbs or batter. Serving with a well flavoured sauce, e.g. cheese & tomato. Different cuts of fish/gougons. Using salted/smoked fish. Serve with plenty of colourful garnish such as parsley/ cress/lemon slices or wedges of tomato/vegetables. Marinades. (6)
- 5.(a) Protein-growth and repair. Calcium-strong bones and teeth. Fat-required by body. *Any named vitamin.* (4)
- (b) Soya milk, rice milk, goats milk. (1)
- 6.(a) Cheap, most religious groups eat them. Healthier than red meat. Can be cooked in many ways. Tender, easier to digest. Little waste with breast pieces. Lower fat than other meats. Can buy many cuts. (3)
- (b) Naturally contains salmonella a food poisoning bacteria. If it's not stored, prepared, cooked and served appropriately it can cause salmonella poisoning in humans. (2)
- (c) Check temperature (below 5°C), fresh smell, uniform size, refrigerated, no bruising. Good colour, little fat. (2)
- (d) use of marinades, herbs, sauces, stuffing. Make burgers. Add moisture as it can be dry. Cooking methods: roasting, frying, poaching, grilling, barbequing, frying. Sandwich filling. Eat hot/cold. Cooked in ethnic dishes such as curry, coq au vin. (5)

Commodities and their Use (c) - Answers

Mark your answers:

7. (a) (i) Good colour. Skin firm/unwrinkled. No bruises. No insect holes. Even size. Under ripe. Mould. (1)
- (ii) Even size, free from blemish/bruise. No insect holes. Clean/no soil. Not sprouting (potatoes). Crisp green leaves. Good colour. Under ripe for tomatoes. (1)
- 8.(a) Oven chips (no fat needed to cook). Large chips (less surface area to absorb fat). Wedges (use less oil, oven bake). Jacket potato, boiled, mash (no frying). Use of rice, pasta and couscous instead. Reduced fat chips (less fat). (4)
- (b) Add herbs/spices. Serve with sauces. Use different types of pasta/rice. Serve hot/cold. Add vegetables for colour. Serve in moulds. Cook in different ways (egg fried rice). (5)
9. (a) *Discussion points to include the following and their explanation:* organic ingredients. Making use of local produce. Fresh ingredients/freshly prepared. Healthy/balanced. Less processed/real food. Recommended suppliers. Skilled staff needed to cook the food to perfection. Being able to trace origin. (4)
- 10.(a) Protein-growth and repair. Calcium-strong bones and teeth. Vitamin D-absorption of calcium. Vitamin A-full fat only. Fat-energy. No additives/preservatives. Helps growth and resistance to disease/osteoporosis. (3)
- (b) Allergies. Special diet-low fat/semi skimmed. Preference. (2)
- (c) Different flavours (milk shakes, smoothies, yoghurt drinks). Create an appealing image. Posters, packaging, milk bar stand. Celebrity. Quizzes and competitions. Reduce cost. Free samples. (4)
- (d) **Milk:** sauces, pancakes, quiches, smoothies, milkshakes, custard. **Cheese:** cheesecake, sauces for pasta, pancake filling, jacket potato filling. **Yoghurt:** drinks, cheesecakes, dips. **Cream:** decorating, rich puddings, bread and butter pudding, mousse, filling, custard, crème brûlée. **Butter:** biscuit, cakes, bases for cheesecakes. (6)

Dietary Needs (a) - Answers

Mark your answers:

- (a) **protein** for growth and repair. Starchy foods as they are very active. Good supply of vitamins and minerals. Fibre for good digestions. Calcium important for bone mass. Small portions, attractive food needed to try something new. Good use of colour. Low in fat/sugar/salt/ as little E numbers/additives/preservatives as possible. **(4)**

(b) Correctly name 3 dishes that take the above information into consideration. Sandwiches/wraps not acceptable. **(3)**

(c) Obese children grow into obese adults. Children need protein to grow, calcium to lay down bone mass. Starchy foods for energy. Essential vitamins, minerals and fibre and build up immunity. Eat food in relation to amount of physical activity. Don't force feed if not hungry. Encourage eating at meal times and not between meals, sitting down and socialising. Use a range of colours and flavours to be less fussy when older. **(6)**
- (a) **Less fat:** excess causes obesity, CHD, high cholesterol. **Less sugar:** excess causes obesity, dental caries. **Less salt:** excess causes high blood pressure. **More fibre:** to prevent constipation, cleanse digestive system, prevent colon cancers. **Eat variety of food including 5 a day:** to have full range of nutrients. **(8)**

(b) **Planning:** use healthier cooking methods (boil/bake/steam). Choose foods naturally low on fat/sugar/salt. Include fresh fruit & veg. Have salads where possible, instead of chips. Use rice/pasta/couscous instead of potatoes. Include fish. Use wholemeal products. Choose fresh over processed foods. **Choosing Ingredients:** choose low fat alternatives. Use quality cuts of meat. Adapt existing recipes to reduce sugar/fat/salt. Use lo-salt. Use sugar substitutes. Choose low fat dressing and sauces. Choose organic. Choose non-prepared food. Wholegrain products. Fresh ingredients/food. No additives. **(9)**

Dietary Needs (a) - Answers

Mark your answers:

- (a) Nutritional needs – protein for repair; reduced fat and sugar as old people are less active, good supply of iron rich foods to carry oxygen round the body, vitamin C to protect against infection, calcium and vitamin D for bones and teeth, fibre for healthy digestion. Older people: loose their taste so need more seasoning; may have false teeth so can't chew tough foods, have arthritis so can't cut up/handle foods easily; loose their appetite so need tempting small colourful portions that are easy to digest; considered high risk and shouldn't be given raw/lightly cooked eggs. Consider special dietary needs. Like traditional foods. **(5)**

(b) Choose a suitable main course with accompaniments and a suitable dessert with accompaniments (if appropriate) to gain full marks. **(4)**

e.g. **2 marks:**

 - Shepherds pie
 - Pineapple upside down pudding
 - Ice cream

4 marks:

 - Shepherds pie with peas and carrots
 - Pineapple upside down pudding with cream or custard

Dietary Needs (b) - Answers

Mark your answers:

4. (a) High in fat, calories, salt. Low in vitamins, minerals, fibre. Lack of fresh fruit & veg. Very little choice. (3)
(b) Offer fresh fruit & veg, salad on menu instead of processed food. Offer fruit instead of ice cream. Buy better quality ingredients, especially meat. Change cooking methods, avoid frying, encourage bake, boil, steam, grill. Cut out chips, offer rice, pasta, couscous as an alternative. Cut down fizzy drinks. Offer better meals, e.g. lasagne instead of burger. Reduce sugar, salt and fat in general. (6)
5. (a) **Savoury:** dips, pizzas, pastry, fast food, jacket potato, curry and rice. **Sweet:** mousse, fruit jelly, fresh fruit salad, trifle, ice cream. **Drink:** smoothies, milkshakes, fruit juices (4)
(b) *Points of discussion to include the following and their explanation:* Food cost. Where the food is to be served. How the food is to be served. Age of the children. Kitchen facilities. Operating costs. Season. Special diet. Contrast in flavour, texture and appearance. (6)
6. Milk bar stand. Different flavours, milk shakes, smoothies. Local celebrities. Packaging. Attractive posters. Image of product/nutritional benefit. Free milk. Visits to farm. Free tasting. Quizzes and competitions. (4)
7. (a) Reduce risk of heart disease, high levels of cholesterol, diabetes. Minimise risk of high blood pressure, constipation, bowel problems. Prevent tooth decay. Live longer/fit/active/more energy. (3)
(b) Methods of cooking (grill not fry). Choice of food. Remove visible fat. Use less processed food, use fresh ingredients. Healthier drinks, (water, semi-skimmed milkshakes). Serve fewer fatty foods (less chips, more salad). Offer interesting salads to encourage 5 a day. Herbs and spices used instead of salt. (8)

Dietary Needs (c) - Answers

Mark your answers:

8. **Possible fillings:** Egg and cress. Cheese and pickle. Cottage cheese and pineapple. Quorn. **Reasons linked to:** Protein content. Texture, flavour, taste. Healthier option. Adds colour. Vitamin content. 5 a day. (3)
9. Eating 5 a day linked to government guidelines. Eat more fibre (fruit and veg are high in fibre). Eat less sugar (fruit contains lots of natural sugar). Eat less fat (fruit and veg are virtually fat free). Fruit and veg ACE vitamins which are antioxidants. Eating a raw rainbow of fruit and veg will provide the range of vitamins and minerals the body needs. Fruit in particular needs no preparation, can be eaten raw. Fruit and veg add colour, texture, flavour. Can be cooked in many ways. Vitamin C prevents infection, helps body absorb iron. Improve skin condition. (8)
10. **Address falling numbers by:** find out what students really want to eat. Keep prices down to encourage take up. Include food from different cultures, food for vegetarians, special dietary needs. Have daily specials. Advertise new products around school. Make good use of colour, flavour, texture. Get students involved in choosing menu. Let students trial dishes in their own food lessons. Make healthier options f popular foods, e.g. burger. Have regular tasting sessions to encourage students to try something new. Apply for subsidies to help with funding. Involve school council in promoting/giving the canteen ideas. **Increasing overweight pupils caused by:** caused by overeating, too many calories not enough physical activity. BMI of 25 or over is overweight, 30 or over is obese. Being overweight puts strain on the heart, lead to CHD. Can develop psychological problems from bullying. 2/3 obese adults are likely to have obese children. Obesity costs the health service millions every year. **Possible solutions:** offer cheap healthy options at break/lunch/breakfast. Have tasting sessions to encourage eating new foods. have "fun" PE lessons to encourage active lifestyle. Focus catering/food technology lessons on body image and health. Invite local chef to show healthy but appetising dishes. Show Jamie Oliver's TV programme. Have free fruit juice with meals. (12)

Dietary Needs (c) - Answers

Mark your answers:

11. (a) It adds bulk to waste and stimulates its passage through the intestine. It cleanses the digestive system. It prevents constipation, helps keep you regular, preventing diverticulitis/piles/cancer of the colon). It absorbs water as it passes through the intestine and makes excretion easier. It absorbs toxins and carries them from the body. Fibre is not absorbed therefore cannot make you fat. Fibre foods are “filling” and make you feel satisfied. (3)
- (b) You can change dishes completely or suggest improvements to existing dishes. Examples can include: (9)
- Change tomato soup to home made vegetable soup to increase fibre and improve colour. Serve with wholemeal bread/roll for extra fibre. Change breaded mushrooms and dip to fresh fruit or salad starter, e.g. melon, Florida cocktail. This will reduce the saturated fat through cutting out fried food and increase fibre.
- Offer salad with lasagne rather than chips and peas, contributes to 5 a day and increases fibre. Use more vegetables in the lasagne to increase fibre. Change vegetarian or any other option to cauliflower cheese or other suitable dish or use wholemeal pastry for pastry. Offer jacket potatoes or boiled potatoes instead of chips. Change rice to brown rice to serve with curry. Add extra vegetables to the curry to offer more fibre. Sweetcorn is high in fibre, offer chilli instead of lasagne.
- Adapt the crumble recipe to add more fibre, i.e. add oats, nuts or similar to crumble topping. Add plums, blackberries or other fruit to the apples to increase fibre. Change one of the desserts to fresh fruit salad or similar. Add some fresh fruit to the ice cream and cut out the chocolate sauce.

Dietary Needs (d) - Answers

Mark your answers:

12. Halitosis (bad breath). Can lead to be overweight/obese, heart disease. Cholesterol from saturated fat. Obesity can reduce mobility. Being overweight can lead to high blood pressure/lowered life expectancy. Cooking temperature affects fat absorption of food. Type of oil, polyunsaturated oils. Change of fat frequently – used too often decomposes, fatty acids and glycerol can become a saturated fat. (6)
13. (a) Lacto-vegetarian. Vegan. Pescotarians. Lacto-ovo-vegetarian. Fruitarian. Demi/semi vegetarian. (2)
- (b) Chef needs to carefully choose ingredients. Can adapt recipes. Stock vegan wines. Check suppliers and alter cooking methods. Label dishes on menu. **Pescotarian** eat fish. **Fruitarian**: seeds, nuts, fruit. **Demi/semi**: eat white meat (not vegetarians). **Vegans**: no food of animal origin. **Nutrients from**: **Protein**: plant protein, nuts, soya, tofu, quorn. **Calcium**: milk, yoghurt, cheese, bread, okra, watercress. **Iron**: fortified breakfast cereals, watercress, dried apricots, chocolate, bread. (8)
- (c) Discussions should include points from the table. (4) →


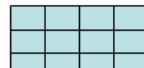

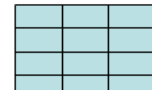
Point	Discussion
Organic ingredients.	Linked to health. Contain more vitamins, minerals. Free from poisonous chemicals, antibiotics, pesticides, fertilizers. Better flavour.
Being able to trace origin (traceability) e.g. – Welsh lamb. Recommended suppliers.	People concerned about 'food miles' and its effect on quality. Customers want to know where it was produced following various food scares.
Make use of local produce.	Caterers now make a point of using local food because of its high standard of quality. Regional speciality foods e.g. Cumberland sausage, Welsh lamb, Devon cream, locally produced paté, yoghurt and ice cream.
Fresh ingredients/freshly prepared.	Buying from local markets. Fruit and vegetables and fish always better if purchased daily.
Healthy/balanced.	Food standards are high in this country.
Less processed/real food.	Strawberries served in January? Making use of food in season.
Skilled staff needed to cook the food to perfection.	Must have the knowledge and manipulative skills necessary to handle good quality ingredients. Could destroy quality ingredients if not cooked correctly.

Portion Control - Answers

Mark your answers:

- (a) Minimises waste, all customers have same size-fair. Cost effective/ better profit. Helps serve food accurately in kitchen. Accurate ordering of food if you know portion size. If you know portions – accurate costing. (2)

(b) Draw cutting lines to show how to portion the following dishes:

 - a gâteau into **eight (8)** portions (1) 
 - a lasagne into **twelve (12)** portions (1)   

(c) Same size: spoon, ladle, scoop, dishes. Weigh accurately. Use individual dishes. Count portions, containers with specific amounts. (3)

(d) Overheads (rent, rates, gas, electricity). Staff wages/labour cost. Profit. (2)

- (a) (i) Sections for individual dishes; (ii) Scoops/spoons; (iii) ladles, individual portions, cartons (3)

(b) Profit control, accurate cost control, customer satisfaction. Staff able to work to a standard. Low/minimum wastage level. Accurate purchasing forecast. Minimum stock held in reserve. Easy to portion/serve. (3)
- Customer:** fair portion for a fair price, customer satisfaction, all customers get same portion. **Hotel:** less waste, good cost control, more profit, can calculate how many portions from standard recipes for accurate menu planning. (4)
- Portion control means controlling the size/quantity of food to be served to each customer. Should be closely linked with buying of the food. A fair portion at a fair price. Enables accurate calculation of cost of each dish/selling price. More accurate food orders/ingredients needed. Less wastage/control costs. Uniformity in quantity and standard, what yield can be obtained from the orders/recipes made. (4)

Food Allergies & Food Choice - Answers

Mark your answers:

- (i) Many people travel so eat a wide variety of food. People of different cultures settle in UK and set up restaurants. Specialist grocery shops more leisure time to eat out. More disposable income to eat out. Working families have less time to prepare food from scratch. Rising cost of traditional British foods. People eating on the go, healthy options, lower incomes. (6)

(ii) **Vegetarians:** all restaurants provide a vegetarian option, should be labelled on menu. **Vegans:** as vegetarians, but use of soya, tofu, TVP, nuts and pulses to avoid animal by products such as eggs and dairy. Clearly labelled on the menu; **Nut allergy:** prepare food separately, don't use nut oils, clearly indicate on menu; **Seafood allergy:** avoid contact of seafood with other food, clearly state seafood on menu; **Lactose intolerance:** soya milk dishes available, clearly label dishes with cow's milk; **Wheat intolerance:** coeliac disease, avoid use of flour to thicken soup, clearly label dishes; **Diabetes:** more complex carbohydrates to allow slower release of sugar into the blood stream; **Pregnant women:** avoid pates and soft cheese; **Elderly:** smaller portions for smaller appetites; **Children:** meet nutritional guidelines, including less sugar and salt, less fried food. (6)
- (i) Britain is multicultural, Britons enjoy a huge range of ethnic foods. ethnic restaurants are popular as they offer foods people have on holiday. Immigrants set up own businesses. Restaurants offer wide range of foods, tastes. Some food prepared according to ethnic beliefs (Jews, Muslims and Sikhs don't do pork, Hindus don't do beef, Jewish meat must be kosher, Islamic meat must be Halal. Specialist chefs, theme nights, different language menus. (6)

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Catering Terminology - Answers

Mark your answers:

1. Complete the following sentences using the correct term. (4)

- (i) **Saute** means to toss in hot fat.
- (ii) A decoration for savoury food is known as a **garnish**.
- (iii) To **reduce** a liquid s to make it thicker by boiling or simmering.
- (iv) A **puree** is formed when food is passed through a sieve to make it smooth.

2. (i) sprinkled with cheese/breadcrumbs and browned or grilled (1)

- (ii) cubes of fried or toasted bread served with soup or in salads. Large croutons are used as a base for starters e.g. stuffed mushrooms. (1)
- (iii) colourful vegetables and sauces that “go with” or accompany meats etc. to make up a dish / meal / side dishes (1)

3. Give the meaning of the following terms: (3)

- (i) preparation time
- (ii) tossed in fat
- (iii) a thickening agent used to create the basic sauces made from equal quantities of fat and flour

Food Quality & Presentation - Answers

Mark your answers:

1. (a) (i) Use large serving flats to remain attractive. Use of raised platforms to display food. Careful use of garnish to add colour. Good use of fruit and veg to enhance appearance. Use of flags or labels on food – especially important for vegetarians. Tongs and spoons is self service. Good portion control. Constant cleaning throughout service. Match the party theme. Arrange neatly in patterns. (4)

(ii) a high class restaurant serving plated meals (4)

(b) Higher standard as customer are paying more. Food generally plated in kitchen. Must have range of colour, texture, flavour and shape. Stylish plates to frame the food. Food is not crowded on plates. Food needs to be natural in colour where possible. Food should be garnished appropriately. Rich foods served in small portions. Sauces and relishes served separately. Food should be hot/cold as necessary. Food should have a pleasing smell, aroma to tempt appetite. Cleanliness of plates. (4)

2. **Answers can include the following:** food's on display so needs to look appetising throughout service. Fresh dishes should be bought out as soon as they get low. Old food shouldn't be added to fresh. Customers may arrive at any time so food needs to be hot, attractive and well presented. Carvery tale should be regularly checked and cleaned. Give clean serving spoons with replacement dishes of food. Carving knives and forks should be cleaned after each service. Different carving knives used for each meat. (4)

Food Quality & Presentation - Answers

Mark your answers:

3. (i) **Measure:** appearance of staff. Behaviour and service offered by staff. Clean and safe surroundings. Standard of food. A fair portion for a fair price. Speed of service. Dealing with complaints and queries. Exceeding the standards set by the establishment. Amount of waste. Tips.
- Record:** customer comment cards. Verbal comments made to staff. Questions to customers. Questionnaires. Observations by staff/supervisors/managers. Looking at data/statistics. Keep record of how complaints are handled for reference. (6)
- (ii) Food used. Good portion control. Make more use of food in season (cheaper). Shop around for cheaper deals. Buy in bulk. Local food. Same source. Grow own. Cater for religious/ethnic groups. Ensure customers have good range of colour/flavour/texture. Take care using fresh food, try not to lose nutrients. Opt for cheaper protein foods e.g. eggs instead of fish or meat. (6)
4. Seating arrangements. Place names. Size of chairs/tables. Toys/games/activities. Balloons/banners/party hats. Themes. Party bags. Music. Paper table cloths. Colourful cups and plates. (3)
5. **Flavour:** correct flavour is a result of adequate seasoning. Chef's ability to combine ingredients to create interesting flavours. **Texture:** food cooked to correct length of time ensures correct texture. **Appearance:** we eat with our eyes, if it looks tasty we're more likely to enjoy it. **Food Safety:** food safety and hygiene is of paramount importance to ensure that food is stored, prepared and eaten in clean safe environments. **Kitchen area:** correct storage of food (temperatures). Clean work surfaces. Personal hygiene – high standards. **Food preparation:** keep cold foods at 5°C or below. Hot foods above 63°C. Avoid cross contamination. Cover foods where possible. Cook food properly, core temperature above 70°C. (6)

Kitchen Design - Answers

Mark your answers:

1. **Discussion can be based on the following:** efficient and systematic flow of foods from receipt of goods to the service of meals – HACCP. The type of menu. The type of establishment. The type and method of food service. The number of meals to be served. Length of service time. The size of kitchen. The shape of food service area. The location of food service area, and wall floor and work surfaces. Water. Food storage. Hygienic waste disposal. Fuel. Drainage. Lighting. Ventilation. Number of staff. Hygiene and food safety act – staff changing facilities/locker and personal hand wash facilities. (12)
2. (i) **Features of discussion:** cool. Well ventilated. Walls/ceilings free from cracks – painted or tiled. Shelves – stainless steel – easy to clean and maintain good lighting. Ample storage for different commodities i.e. deep freezers, cabinets, cold room, refrigerators, chill room, vegetable racks/bins, container store. Hygienic facilities – wash hand basin. Step to reach high levels. Computer/desk area – computerised stock keeping system. First aid box. Windows/doors should be fly/bird proof. All bins should have lids. (6)
- (ii) **Benefits should be linked to:** stocks of food can be kept at a suitable level. Reduces risk of running out of any commodity. Food entering and leaving store can be properly controlled. Less wastage. Keep a check on percentage of profit. Less risk of contamination. (6)

Convenience Foods - Answers

Mark your answers:

- (a) Have to be eaten within 5 days of manufacture (this includes the day of manufacture). They need to be kept below 5°C for a few days. **(1)**

(b) Less equipment needed. Less preparation needed/less staff. Less skills needed. No waste. Quick to regenerate. Consistent quality. Good portion control. Can cater for chance customers. Little loss of flavour, colour, texture, shape and nutritional value to fresh equivalents. **(3)**

(c) (i) **Storing** – must be stored in controlled temperature below 5°C to prevent growth of bacteria. Must be consumed by use-by date. Bacteria aren't killed but are dormant at low temperatures. If correct storage temperature isn't met, bacteria multiply causing consumer to suffer food poisoning. **(3)**

(ii) **Regenerated** – can be regenerated in microwave or conventional cooker. Core temperature should reach 72°C to kill bacteria. Reheat only once. Follow manufacturers guidelines/instructions. Cook-chill foods go through danger zone several times so core temperature of 72°C is important to destroy bacteria. **(3)**
- (i) Should include examples of technological developments in the production of food and how this is of use to the caterer. This could include examples such as, partly prepared food, the use of additives, ready made or preserved foods. The answer may include reference to equipment to cook the food and the type of packaging used. Points such as quality control, portion size, environmental issues may be included. **(6)**

(ii) Evaluation points could link to the following: **(6)**

Advantages: saves time, reduces staffing levels, less skilled staff needed, less equipment needed, useful in an emergency, varied menu.

Disadvantages: can be expensive, often lacks flavour and texture, extra storage needed, use by dates need to be checked, regular deliveries required, chef not able to demonstrate talent.

Packaging - Answers

Mark your answers:

- Name of manufacturer/company. Address of manufacturer. Weight. Name of product. List of ingredients. Storage instructions. Cooking instructions. Best before/use by date. Barcode. Nutrition. Serving suggestions. **(4)**
- Pizza - **Corrugated card / pizza box - Lightweight. Easy to print. Keeps food in shape. Keeps food warm. Cheap. Can recycle. Easy to store.**
Sweet and sour pork with rice - **Foil dish with card lid. Plastic container - Foil: cheap, keeps food hot, stack easy, write on lid. Plastic: can see food, lightweight, stack, can microwave, won't leak.**
BLT - **Plastic container. Cardboard carton – lightweight, see through so customers can see what they're buying, seal to keep sandwiches fresh, stops sandwiches from getting squashed, hygienic, cheap to produce, box stack for ease of storage. (9)**
- Answer to include:* Hinged plastic boxes. Clear heat sealed triangles with cardboard slides. Waxed paper bags. Hinged waxed cardboard boxes. Polystyrene boxes. Cellophane and cardboard base. **(6)**

Cooking Methods (a) - Answers

Mark your answers:

1. (i) Saute **(1)**
(ii) Garnish **(1)**
(iii) Reduce **(1)**
(iv) Puree **(1)**
2. (a) The creaming method can be used to make Victoria sandwiches and fairy cakes. margarine and caster sugar are creamed together to give a light, fluffy mixture. Beaten eggs are added carefully and then self-raising flour is folded in to give a soft dropping consistency. The all-in-one or one-stage method can be used instead of the traditional creaming method. Baking powder may need to be added to the flour as less air is incorporated during the mixing. **(4)**
(b) Whisking method, rubbing in method, melting method. **(2)**
(c) Made into butterfly cakes, covered in melted chocolate, iced in some way and decorated (with glace cherries, chocolate buttons, sweets, sugar strands, sprinkled, sugar flowers, 100's and 1000's), fresh cream, jam and coconut. **(2)**

Cooking Methods (b) - Answers

Mark your answers:

3. (i) Boiling is a suitable method of cooking fillet steak. (x) **(1)**
(ii) Vegetable oil can be used for deep fat frying. (✓) **(1)**
(iii) Shortcrust pastry is made by the creaming method. (x) **(1)**
(iv) Stir-fry is a quick method of cooking. (✓) **(1)**
4. (a) A roux is a mixture of fat and flour. When making a basic white sauce, milk is added to the roux and it is brought to the boil. Once the sauce is cooked, cheese can be added. Cheese sauce can be served with cauliflower or macaroni. These dishes are sometimes known as au gratin. The traditional topping for these dishes is cheese and breadcrumbs browned under the grill. **(6)**
(b) Make sure roux is not too dry when milk is added. Do not add the liquid too quickly/remove from heat. Stir constantly when the sauce is brought to the boil. Do not allow a skin to form on the top when cooking. **(2)**
(c) (i) Apple sauce **(1)**
(ii) White, rum or brandy sauce, custard **(1)**
5. (a) Improves flavour/colour. Quick/short cooking time. Provides texture. **(2)**
(b) Wear protective clothing. Do not overload the fryer/boil over. Do not place wet items in the hot oil. Dry food thoroughly. Choose the correct temperature when cooking. Do not put too much oil in the fryer. Lower the food into the hot oil slowly. Removes items carefully from the frying basket. Do not use dirty oil. Have fire blanket nearby. Use a suitable fat/oil. **(4)**

Food Storage & Delivery - Answers

Mark your answers:

1. (a) (i) check temperature below 5°C, appearance, smell, damaged packaging, check date. (2)
(ii) not damaged, not mouldy, not infested, not wilted/crisp, firm, good shape and colour. (2)
- (b) (i) cool storeroom, in bins off the floor on wheels to ease cleaning, dry, labelled containers, airtight. (2)
(ii) separate freezer compartment for fish, store immediately after delivery, store below -18°C, keep chest lid closed. (2)
- (c) Reduces waste, use products when they're at their best, prevent stock piling up of other supplies, use before "use by date", linked to profit margins, fifo (first in first out). (4)

Pest Control - Answers

Mark your answers:

1. (a) Contaminate the food, transfer bacteria and germs, food poisoning, flies stuck on the food in then regulate/lay eggs. (3)
 - (b) Electronic fly killer/zapper, wire mesh, plastic strips/chains on doors, keep windows closed, covered bins away from kitchen. (2)
-
2. Careful design/maintenance and proofing of premises, doors and windows left closed, mesh screens on windows, use of insectocuters/blue light/ zappers, doorways with plastic strips/air curtains, wooden doors protected with metal plates, refuse areas kept clean and tidy, refuse areas placed away from entrance and exits, food on display kept covered, food not left outside, food is stored off floor, stock checked regularly, damaged and contaminated stock removed and destroyed, food stored in pest-proof containers, drains kept clear and in good condition, deliveries checked thoroughly, regular checks by pest control, keeps lids on bins, regular cleaning schedules. (3)