



GCSE MARKING SCHEME

HOSPITALITY & CATERING (NEW)

JANUARY 2011

INTRODUCTION

The marking schemes which follow were those used by WJEC for the January 2011 examination in GCSE HOSPITALITY & CATERING (NEW). 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.

**HOSPITALITY AND CATERING – UNIT 2 (NEW)
CATERING, FOOD AND THE CUSTOMER**

1. **Award 1 mark for each** correct answer. (3)
- False
- True
- False
2. **Award 1 mark for each** correct answer. (3)
- SAUTE Toss in hot fat
- MISE EN PLACE Preparation before starting to cook
- CROUTONS Cubes of fried or toasted bread
3. **Award 1 mark for each** correct description.
- (i) A person with anaemia **lacks iron** (1)
- (ii) A coeliac **cannot eat wheat products** (1)
- (iii) A lacto-vegetarian **does not eat meat or fish** (1)
4. **Award 1 mark for each** correct answer from the following: (3)
- Food and drink are needed throughout day and night so there can be 24 hour service
 - Vending machines do not need staff to serve (only fill)
 - Vending machines can 'sell' a wide range of products e.g. sweets, drinks, packaged snacks and plated meals
 - Service is quick / instant and convenient/ easy
 - Vending is suitable for staff, patients and visitors
 - Vending machines offer perfect portion control
 - Vending machines offer good hygiene standards (food is always packaged)
 - May be placed next to microwaves so that chilled meals can be bought and then re-heated.
 - Easy access for disabled
 - Food is kept at the correct refrigeration temperature (reference to chilled "as required ")

5. (a) **Award 1 mark for each** correct answer. (4)
- MOISTURE (accept words like wet, liquid, water)
 - WARMTH (accept words like heat, but not hot)
 - TIME
 - Accept SHELLFISH, SEAFOOD, COOKED RICE, GRAVIES, SAUCES, STOCKS, SOUPS, CUSTARD AND RAW OR UNDERCOOKED MEAT, DAIRY, FISH, MEAT .
- (b) **Award 1 mark for each** correct answer.
Answers must relate to personal hygiene and **not** food or kitchen hygiene. (3)
- Wash hands before handling food
 - Wash hands after going to toilet, blowing nose, handling raw food, changing foods, handling rubbish, etc.
 - Jewellery should not be worn, no make up etc.
 - Nails should be short and clean (no nail varnish, extensions, etc.)
 - Cuts, burns and sores should be covered with waterproof dressings
 - Food handlers with skin, nose, throat or bowel problems should not work with food
 - Wear protective clothing e.g. 'whites'
 - Cover hair with a hat / tie long hair back
 - Food handlers must not smoke in food rooms
 - Food handlers should not cough or sneeze over food
 - Food handlers should not touch nose, mouth or hair when preparing food
 - Wear protective gloves where applicable
- (c) **Award 1 mark** in each section for an answer where candidates have shown a basic understanding of how to defrost and cook a chicken.
Award 2 marks in each section for an excellent answer where candidates have shown a sound understanding of how to defrost and cook a chicken.
NOTE: Temperatures must be included in order to award full marks in each section. (4)
- Defrost:**
- Chicken should be defrosted by placing in the refrigerator (**under 5°C**) so that it defrosts slowly at a 'safe' temperature – bacteria cannot multiply below this temperature
 - Chicken should be placed in a tray so that it cannot drip blood
 - Chicken should be placed at the bottom of the refrigerator so that blood cannot drip onto other foods
 - Chicken should not be placed in a warm room to defrost
 - Chicken should not be rinsed in hot water to speed up defrosting process
 - Check to see if there is no ice
 - Keep out of danger zone.
 - Defrost in the microwave
- Cook:**
- When thoroughly defrosted chicken should be cooked thoroughly (**core temperature of 72 - 75°C**) to kill bacteria (Do not accept lower temperature)
 - Cooked for recommended time / follow cooking instructions (40 minutes per kilo plus 20 minutes)
 - Chicken is susceptible to salmonella food poisoning bacteria so should be checked to see that juices run clear/ flesh not pink.
 - Test should be done in thickest part of chicken (e.g. legs)
 - Undercooked chicken could cause food poisoning- salmonella
 - Use a temperature probe to check core temperature .

6. (a) **Award 1 mark for each** correct answer. (4)

- (i) Pastry making: margarine, lard, butter, white cooking fat, ghee, shortening , any correctly named fat e.g. white Flora
- (ii) Salad dressing: olive oil, sesame oil, nut oils, etc.
- (iii) Fairy cakes: margarine, butter or other suitable named fat e.g. Flora
- (iv) Frying chips: Suitable oils e.g. vegetable oil, corn oil but not olive oil or other salad oils, ghee, dripping, lard (shortening) palm oil , sunflower oil .

(b) **Award 1 mark for each** correct answer. (3)

- Never fill pan more than $\frac{3}{4}$ full (many have a maximum level line)
- Dry food thoroughly before frying (wet foods cause spitting)
- Do not fry too much food at once
- Never 'throw' food into the fat – lower in gently using a basket or spider
- Normal frying temperature is between 175°C and 195°C therefore burns caused by hot fat are extremely serious so medical aid must be sought immediately
- Allow fat to recover its heat before adding more food
- Have frying basket and spider (like a large draining spoon) to hand for safety
- Have lid to hand for safety
- Protective clothing
- Never leave unattended
- Stand back if foods are liable to spit (must be qualified)

N.B. Do not accept general safety rules, they must be specific to frying

(c) **Award 1 mark for each** correct answer. (3)

- Use a good quality oil
- Strain fat after use
- Protect delicate foods like fish etc. with batter, egg and crumbs or flour to prevent breaking up in the hot fat
- Change fat regularly
- Make sure oil is hot before frying so that food does not absorb too much fat
- Do not fry too much food at once
- Use fat at correct temperature
- Cook for the correct time
- Drain thoroughly
- Fry the same sized/ even sized food in batches so it all requires cooking for the same amount of time .

- (d) **Award 1 mark for each** correct suggestion. (6)

NOTE: Candidates are likely to refer to too much fat, sugar and salt and not enough fibre or fruit and vegetables so look for answers that suggest ways of improving the balance. Answers may concentrate on one area only.

- Cut visible fat from meat
- Choose lean cuts of meat
- Use vegetable fats and oils where possible
- Offer low fat spreads instead of butter
- Choose stir-frying, grilling and baking as alternatives to frying
- Offer rice, pasta, jacket potatoes, wedges, etc. as alternative to chips
- Cut down amount of fat in recipes (adapt recipes)
- Use low fat dairy alternatives
- Cut bread and chips thicker so less surface area for fats
- Use Quorn or soya as a substitute for meat
- Use yogurt, fromage frais, etc. instead of cream
- Use sugar substitutes for puddings, cakes and biscuits
- Offer fresh fruit alternatives for dessert
- Use tinned fruit in natural juices – not syrup
- Offer low calorie soft drinks/ fruit juices instead of fizzy drinks
- Reduce amount of salt in recipes
- Use lo-salt (alternative to salt or flavour food with herbs, spices, etc.)
- Cut down the use of convenience foods (high in salt and sugar)
- Encourage eating of fresh fruit and vegetables (on pizza toppings, in sauces, salad accompaniments, etc.)
- Offer vegetarian dishes – protein comes from peas, beans, legumes.

7. (a) **Award 1 mark for each** correct answer. (3)

NOTE: There are many different types of bread so the following is not a definitive list.

Pitta bread, Bara Brith , Tiger bread , Tortilla,(fajita wraps) , Mexican flat bread ,Corn bread , Taco, Chapatti, Paratha, Naan Bread,Pitta Bagel, Pretzel, Rye bread, Pumpernickel, Brioche, Baguette (French stick), Sourdough, Croissants, Ciabatta, Focaccia (Italian flatbread), Challah (Jewish bread), Soda bread Panettone (Italian Easter bread).

- (b) **Award 1 mark for each** of two correct answers. (2)

- Starch or carbohydrates
- Protein
 - Fat
 - Vitamin B
 - Iron
 - Calcium
 - Fibre / NSP

- (c) **Award 0 - 3 marks** for a basic answer where candidates have shown little understanding of the ways in which take-away outlets could include a range of breads on their menus. Answer may resemble a list.
Award 4 - 6 marks for a good answer where candidates have shown some understanding of the ways in which take-away outlets could include a range of breads on their menus.
Award 7 - 8 marks where candidates have shown an excellent understanding of the ways in which take-away outlets could include a range of breads on their menus.

Take-away outlets include Sandwich and Snack bars e.g. Subway and Pret à Manger, McDonald's, Burger King, Pizza outlets, KFC, Indian, Chinese, Noodle bars, Fish and Chip shops etc. so look for knowledge of the different outlets as well as interesting ways of including bread.

Take-away outlets often serve food all day and into the night, so customers vary from travellers, shoppers, commuters, workers, people looking for value for money etc. Bread is easy to fill (with hot or cold fillings) and transport, so is an ideal wrapper for take-away foods.

- Breakfast e.g. toast, croissants, egg McMuffin, etc.
- Snacks e.g. sandwiches, wraps, bagels
- Lunches and evening meals kebabs, burgers, pizza, etc.
- Bread can be used as an accompaniment e.g. soup and bread roll or croutons – popular in many outlets particularly in winter
- Bread is relatively portable so it used to wrap / contain fillings e.g. in tortilla wraps, bread rolls, baguettes, burgers, bagels, pitta bread, etc.
- Multi-cultural preferences are easy to cater for
- Bread is a staple food in many parts of world so easily recognised and provides good 'meal' basis for all cultures
- Hold theme days / weeks where they serve bread from that country.
- Trialling of different breads , tasters on different days

8. (a) **Award 1 mark** for **each** correct rule. (4)

- Raise the alarm / Do not delay raising alarm or calling for fire brigade
- Do not panic
- Call the fire brigade / dial 999
- Turn off equipment (many kitchens are fitted with isolator switches to turn off gas, electricity and fans)
- If appropriate fight the fire with appropriate extinguisher or fire blanket but DO NOT put yourself in danger
- Close windows and doors
- Leave the building (in an orderly fashion) Line up in an orderly fashion
- Go to the assembly point
- Wait for instructions (about when it is safe to go back into building)
- Do not use lifts
- Do not stop to collect your belongings

Accept basic fire rules as it doesn't say what size of fire .

- (b) **Award 0 - 2 marks** for a basic answer where candidates have shown little understanding of the two pieces of equipment suggested.
Award 3 - 4 marks for a good answer where candidates have shown some understanding of the two pieces of equipment suggested.
Award 5 - 6 marks where candidates have shown an excellent understanding of the two pieces of equipment suggested.

NOTE: It does not matter what items of equipment candidates choose. Look for an understanding of the use, care, safety and maintenance of the equipment and the reasons for suggestions. Answers could include:

- Labour saving – should save chefs from doing unnecessary manual work
- Energy efficient equipment (environmental issues)
- Be most appropriate for type of food being offered e.g. a deep fat fryer for a take-away outlet offering a lot of fried food, microwaves for quick defrosting or re-heating, convection oven for batch baking
- Size of equipment in relation to the kitchen
- Value for money – businesses have to make a profit
- Features of the equipment – easy to use, easy to clean, low maintenance
- Service contracts available
- For fridges, chillers and freezers – temperature displays on outside to avoid opening doors to check
- Fire extinguisher , fire blanket

9. (a) **Award 0 - 2 marks** for some understanding of how Winston would deal with the problem.
Award 3 - 4 marks for an excellent understanding of how Winston would deal with the problem.

- Winston needs to ask supplier what alternatives are available
- Winston then needs to contact client to explain problem
- Winston should ask client to make the decision about the alternatives
- The more able candidates may suggest alternatives e.g. baby carrots could be changed to turned or baton carrots – the colour remains the same so there is a good colour contrast with vegetables, maybe roasted cherry vine tomatoes could be used as an alternative – strong colour contrast again. Mange tout could be changed to sugar snap peas or dwarf green beans – similar colour which is the most important factor. Other green vegetables may not go as well with the rest of the main course (broccoli could be an exception).
- Try a different supplier
- Apologise to the client , offer a reduction
- Offer a frozen alternative

- (b) **Award 0 - 2 marks** for a limited answer that shows little understanding of lactose intolerance and the changes that would have to be made to the menu. **Award 3 - 4 marks** for a detailed answer that shows a very good understanding of lactose intolerance and the changes that would have to be made to the menu.

Lactose intolerance is a reaction to lactose (milk sugar) found in milk, cheese, butter, yoghurt and processed foods containing milk products.

Changes needed on the menu:

- Starter causes no problem
- Main course – chicken breast would have to be plain (stuffing not given, sauce probably made with milk therefore could not eat) Ashley could offer a gravy or other sauce e.g. tomato to go with chicken
- New potatoes and other vegetables would need to be served without adding butter
- Dessert – ice cream should not be served; cream should be used to fill profiteroles. Chocolate sauce could not be served.
- Cheese could not be eaten unless Winston could buy lactose free cheese
- Soya milk could be used for coffee

Explanation of lactose intolerant – 1 marks eg. Change menu to non dairy.

- (c) **Award 0 - 2 marks** for an answer that shows a limited understanding of the factors that contribute to the success of a contract catering company. **Award 3 - 5 marks** for an answer that shows a basic understanding of the factors that contribute to the success of a contract catering company. **Award 6 - 7 marks** for an answer that shows a clear understanding of the factors that contribute to the success of a contract catering company. **Award 8 - 10 marks** for an answer that shows an excellent understanding of the factors that contribute to the success of a contract catering company.

Answers could include the following:

- Excellent communication skills – dealing with clients, suppliers and staff
- Excellent customer care skills – dealing with clients and guests
- Knowledge of menu planning – planning meals for different clients and situations
- Knowledge of nutrition, special dietary needs – planning meals for different client groups, adapting recipes when needed
- Good practical and presentation skills – producing quality dishes
- Speed and efficiency – the ability to serve food quickly for a large party so that hot food is served hot and not cold
- Flexibility and adaptability – the ability to ‘think on feet’ as every situation is different
- Good reputation – by pleasing clients, being punctual, trustworthy, etc.
- Hygienic – meeting all legislation regarding HACCP, Hygiene Regulations, Food Safety Act, etc.
- Safe – meeting all legislation regarding HASAWA, fire regulations, etc.
- Ability to cost menus and calculate a portion size that is appropriate for clients
- Consistent quality and portion control
- Ability to calculate selling price that is competitive but profitable
- Having staff that share the same vision for the company
- Keeping accurate records
- Good relationships with suppliers
- Good choice of equipment for food preparation, storage and transport
- Able to meet deadlines
- Good advertising / own web site

HOSPITALITY & CATERING (NEW)
UNIT 4 - HOSPITALITY AND THE CUSTOMER

Q.1 Award 1 mark for each correct answer. [4]

- (i) False
- (ii) False
- (iii) True

Q.2 Award 1 mark for each correct answer. [2]

Answers could include:

- Restaurant manager
- Head waiter/waitress / Waitstaff
- Wine waiter/waitress
- Bar staff/cocktail waitress
- Cleaner
- Cashier
- Sommelier
- Front of house / reception

Q.3 Award 1 mark for each correct answer. [2]

Answers could include:

- Provides jobs for local people
- Use local produce
- Employ local tradesmen
- Encourages visitors / tourists to the area
- Supports local trade, shops , business etc.

Q.4 Award 1 mark for each correct answer. [3]

Answers could include:

- Punctuality
- Honest
- Hygiene/cleanliness
- Communicative / able to give instructions
- Reliable/ responsible
- Organised
- Role model
- Confident
- Helpful
- Knowledgeable

Q.5 (a) **Award 1 mark for each** correct answer. [3]

Answers could include:

- Internet / computer / email
- In person/ face to face / verbal
- Telephone
- Fax
- Letter
- Travel agent

(b) **Award 1 mark for each** item of information. [4]

Answers could include:

- Number of people
- Credit card details
- Special requirements
- Early morning call
- Newspaper
- Smoking/non-smoking room
- Disabled access
- Number of nights
- Date room is required
- Contact details
- Type of room required / size
- Any meal bookings

Q.6 (a) **Award 1 mark** for **simple** one word answer; **2 marks** for **detailed** answer. 3x2 [6]

- (i) VAT is a government tax payable by all companies, currently at 20 % (accept 17.5%.)
- (ii) Overheads cover the cost of electricity, gas and repairs, loans
- (iii) Labour costs have to be included; this will cover the staff wages.

(b) **Award 0-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of how hotels can make a profit. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-4 marks for an answer that recalls knowledge and demonstrates understanding of how hotels can make a profit. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5-6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how hotels can make a profit. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Advertise more widely
- Offer special deals
- Reduce overheads
- Reduce staff where not required
- Use agency staff for functions
- Reduce the menu options so less waste
- Re-decorate and promote
- Hold an open event to show customers how it has changed
- Special deals for businesses who return
- Use better portion control
- Reduce the amount of toiletries / complimentary gifts in rooms
- Up-selling
- Staff training
- Themed nights / special events
- Reduce/reuse / recycle – with justification.
- Use customer feedback as a basis of improvement

- Q.7 (a)** **Award 0- 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of how to deal with complaints. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.
- Award 2-3 marks** for an answer that recalls knowledge and demonstrates understanding of how to deal with complaints. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.
- Award 4 marks** for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how to deal with complaints. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.
- Answers could include:
- Apologise
 - Replacement
 - Speak to manager
 - Free drink
 - Log complaint
 - Offer discount
 - Apologise again
 - Speak to staff concerned
 - Stay Calm
 - Listen
- (b)** **Award 0-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of how to present a positive image to customers. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.
- Award 3-4 marks** for an answer that recalls knowledge and demonstrates understanding of how to present a positive image to customers. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.
- Award 5-6 marks** for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how to present a positive image to customers. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.
- Answers could include:
- Establishment:
- Standards of facilities
 - Atmosphere
 - Safety
 - Security
 - Presentation / clean / good decor / well lit
 - Value for money
 - How complaints are dealt with
 - Publish feedback on the web site
- Staff:
- Appearance
 - Dress code / uniform
 - Attitude / smile / be polite
 - The welcome customers receive
 - Hygiene
 - Speed and efficiency of service

Q.8 (i) **Award 0-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of the features of a guest house. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-4 marks for an answer that recalls knowledge and demonstrates understanding of the features of a guest house. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5-6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the features of a guest house. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Few bedrooms / rooms may be smaller
- Limited facilities
- No room service
- Bed and breakfast only
- May have tea and coffee facilities in room
- Shared lounge to watch TV
- En-suite
- Set menu for breakfast
- Families may use when on holiday
- No health suite or gym / No pool
- May be cheaper
- Fewer staff employed / more personal service

(ii) **Award 0-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of the features of a 3* hotel. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-4 marks for an answer that recalls knowledge and demonstrates understanding of the features of a 3* hotel. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5-6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the features of a 3* hotel. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Concierge
- wider / large choice of rooms
- TV in room
- Hairdryer in room
- En-Suite
- Choice of restaurant or bar meals
- Bar
- Health suite/pool
- Usually business people use them in the week
- Conference facilities
- Room service may be an additional charge
- Reception manned 24 hours
- Internet access - may be charged for
- Satellite TV - may have to pay for films
- Staff will wear a uniform / corporate image

Q.9 (a) **Each point must be clearly described/explained for 2 marks** [4]

Answers may include:

- Green award
- Customers want to go there as environmentally friendly
- The law
- Avoid wastage / less waste – more profit
- Protect the environment

(b) **Award 0-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of how to conserve energy and water. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 3-4 marks for an answer that recalls knowledge and demonstrates understanding of how to conserve energy and water. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5-6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how to conserve energy and water. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answer may include:

- Use towels more than once
- install / take showers rather than baths
- install timed taps or put up notices to suggest customers don't leave taps running
- Only serving water on tables when guests ask for it
- Lights that only work with a key card
- Setting the heating to only come on at set times / signage to encourage clients to adjust as required.
- Air conditioning only on when guests are in the room
- Use energy saving light bulbs
- Thermostatically setting hot water
- Signs stating the hotel's policy
- Solar panels
- Dual flush toilets / Hippo bricks

Q.10 (a) **Award 0-1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of the information required to make a quote for a conference. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 2-3 marks for an answer that recalls knowledge and demonstrates understanding of the information required to make a quote for a conference. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 4-5 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the information required to make a quote for a conference. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Date
- Timing of the conference, e.g. all day
- How the room should be set out for the delegates
- What the delegates require on the table, e.g. pens, paper, water, etc
- How many delegates? Do they need overnight accommodation?
- What equipment is needed, e.g. OHP, computer, etc
- Special dietary needs
- Any disabled access required
- Timings of meals and refreshments

(b) **Award 0- 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of potential health and safety risks. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 2-3 marks for an answer that recalls knowledge and demonstrates understanding of potential health and safety risks. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent

Award 4 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of potential health and safety risk. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Fire drill / fire exits clear
- Space between tables for delegates to move
- No loose wires
- Wires across floor to PC should be covered
- Food safety when serving snacks and meals
- No sharp edges where delegates could get hurt
- Keep water away from electricity
- Overcrowding
- PAT testing – electrical equipment
- Wheelchair / disabled access
- Availability of a first aider for the event.

- (c) **Award 0-3 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of the factors to be considered to ensure the conference runs smoothly. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

Award 4-7 marks for an answer that recalls knowledge and demonstrates understanding of the factors to be considered to ensure the conference runs smoothly. The answer will include a range of points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 8-10 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the factors to be considered to ensure the conference runs smoothly. The answer will include a wide range of points with evidence of detailed discussion. The response is well structured and clearly expressed with few errors.

Answers could include:

- Conference manager checking details with organiser prior to the conference
- Checking the room is set up as required / room is clean
- Speaking to the chef to check meals are organised as requested
- Briefing staff prior to the conference / employing the correct staff for the event – best match of skills .
- Meeting the organiser on the day
- Checking requirements have all been met / all facilities required
- Explain how to get hold of the Conference Manager, if required, during the conference
- Asking for any alterations to the conference
- Go over the fire drill with organiser
- Explain where the toilets are
- Explain where tea and coffee will be served
- Show the organiser where the restaurant is
- Checking that all is ok at several points throughout the day
- Asking at the end if everything was ok
- Getting organiser to fill out an evaluation

Question	AO1	AO2
1	3	0
2	2	0
3	2	0
4	3	0
5	3	4
6	0	12
7	0	10
8	0	16
9	0	10
10	5	14



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