



# **GCSE MARKING SCHEME**

**HOSPITALITY AND CATERING (NEW)**

**SUMMER 2010**

## **INTRODUCTION**

The marking schemes which follow were those used by WJEC for the Summer 2010 examination in GCSE HOSPITALITY AND 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.

## Unit 2 (New)

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

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

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

- (i) In a pastry case                      En croûte
- (ii) A small bundle of herbs              Bouquet garni
- (iii) Firm to the bite                        Al dente

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

- (i) Balloon whisk
- (ii) Fish slice
- (iii) Draining spoon

Q.4 (a) **Award 1 mark for each** correct answer. [3]

Sieve the flour into a bowl. Cut the **fat** into small pieces and rub into the flour until the mixture resembles **breadcrumbs**. Add cold water to make a dough. Lightly **knead** dough and roll out on a floured surface.

(b) **Award 1 mark for each** correct answer. [2]

- Pate sucre (sugar pastry) / sweet pastry
- Puff pastry
- Rough puff pastry
- Flaky pastry
- Filo pastry
- Choux pastry
- Cheese pastry

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

- Keep everything as cold / cool as possible
- Weigh ingredients accurately
- Sieve flour to aerate it
- Rub in with fingertips only (coolest part of hands)
- Add correct amount of water (as cold as possible)
- Mix with a palette knife / not spoon
- Handle pastry as little as possible
- Roll pastry as evenly as possible
- Use minimum amount of flour for rolling out (on table and rolling pin)
- Never flour pastry
- Never turn pastry over
- Push pastry into dish – do not stretch pastry
- Allow pastry to rest before baking
- Use a hot (pre-heated) oven for cooking pastry
- Cold hands
- Reference to fats margarine and lard
- Do not over rub fat into flour

- Q.5 (a) **Award 2 marks** for **two** correct answers from the following: [2]
- Stir frying is considered a healthy method of cooking
  - Most nutrients are retained
  - Stir frying is a quick method of cooking
  - Food retains colour
  - Food retains flavour
  - Brings different textures and flavours together in one dish (can award texture and flavour)
  - Reference to multi cultural being topical, popular
- (b) **Award 1 mark** for **each** correct answer from the list given [2]
- Chicken breast
  - Sirloin steak
- (c) **Award 1-2 marks** for an answer that resembles a list.  
**Award 3-4 marks** where there is some discussion on preparing food for stir-frying and cooking food in a wok.  
**Award 5-6 marks** for a detailed discussion on preparing food for stir-frying and cooking food in a wok. (Safety aspects and reference to hot oil for cooking must be included for full marks.) [6]
- Food must be cut into small even sized pieces / strips
  - Quality of food must be good because cooking time is so short
  - Food should have good (contrasting) colours
  - Food must be fully prepared before cooking starts
  - Choose foods that have good texture
  - Keep perishable foods refrigerated because they deteriorate quickly once cut into small pieces
  - Use a good quality oil – the flavour of the oil is part of the dish
  - Sauces are often used to keep food moist and add flavour
  - Use herbs and spices / marinades
  - Ensure wok is stable (+ other appropriate safety points)
  - Ensure wok is on an appropriate heat
  - The fat/oil **must be hot** when food is added or food like vegetables will go limp
  - Keep the food moving around the pan while cooking
  - Depending on food – some items need longer cooking and need to go into the pan first
  - In some dishes all food is added to wok together
  - Serve stir fried food immediately

Q.6 (a) **Award 1 mark for each** correct answer. [2]

- Campylobacter
- Salmonella
- E. Coli
- Clostridium (Perfringens)
- Listeria
- Bacillus Cereus
- Staphylococcus Aureus

(b) **Award 1 mark for each** correct answer. [2]

- Abdominal pain (stomach ache)
- Diarrhoea (the runs)
- Nausea (feeling sick)
- Fever (high temperature)
- Vomiting (being sick)

(c) **Award 1-2 marks** for an answer that resembles a list.  
**Award 3- 5 marks** for an answer where there is some discussion on ways that the school cook can prevent food poisoning.  
**Award 6-8 marks** for a detailed answer where there is full discussion on ways that the school cook can prevent food poisoning.  
(Answers in this top range must include accurate temperatures and include reference to preparing, cooking and displaying food.) [8]

The answer could include reference to the following points:

- Store foods at correct temperatures (chilled foods under 5°C, frozen food under -18°C)
- Defrost frozen foods thoroughly before cooking
- Keep food cool, clean and covered
- Prepare food as close to cooking or serving time as possible
- Avoid cross-contamination
- Use colour coded boards and knives
- Separate raw and cooked food
- Wash fresh fruit and vegetables before use
- Check use by and best before dates
- Prepare food on clean surfaces
- Cook foods at a high enough temperature and for a long enough time to kill bacteria (above 72 - 75°C)
- Serve food above 63°C (check regularly)
- Use a temperature probe to check core temperatures
- Sanitise equipment and surfaces regularly
- Adopt a clean-as-you-go routine
- Do not serve reheated food to high-risk groups
- Clean food display frequently during service
- Use different serving equipment for all foods
- Ensure sneeze guards, etc. are in place and cleaned regularly
- Ensure high standards of personal hygiene for all staff

Q.7 (a) **Award 1 mark for each** correct answer. [2]

- (i) Biodegradable: can decompose / break down / degrade by natural means (does not need chemicals or machines to aid process) / reference to compost
- (ii) Recyclable: (packaging / material e.g. glass, paper, card, plastic) can be re-processed to be used again (made into something else) accept reference to “re use “

(b) **Award 1-2 marks** for an answer that resembles a list.  
**Award 3-5 marks** for an answer where there is some discussion of ways of conserving energy.  
**Award 6-8 marks** for a detailed answer where there is full discussion of ways of conserving energy. [8]

The answer could include reference to the following points:

- Turn equipment off when not in use
- Turn lights off when not in use
- Invest in energy efficient equipment, especially refrigerators, freezers and cookers
- Keep equipment as clean as possible – use less energy
- Never put hot food into refrigerators – it raises the temperature to an unsafe level and makes the motor work too hard, thus wasting energy
- Have regular maintenance checks
- Check temperatures of fridges and freezers regularly. Avoid opening doors too often or leaving doors open for long periods of time
- Staff training and supervision
- Put lids on pans when boiling water
- Don't have flames so high they come outside the pans etc. being heated
- Boil / use the appropriate amount of water for the food to be cooked i.e. just cover foods rather than having full pans with small amount of food.
- Have efficient ventilation
- Have efficient temperature control – heating
- Have full loads for washing machines and dishwashers
- Have energy efficient lights / solar panels
- Recycle rain water
- Automatic taps
- Make use of lower price tariffs for dishwasher / washing machines
- Recycle heat
- Do not over cater

- Q.8 (a) **Award 1 mark** for the correct definition of a vegan and **1 mark** for the correct definition of a lacto-vegetarian. [2]

A vegan does not eat any animal (or fish) flesh or animal products

A lacto-vegetarian does not eat any animal (or fish) flesh but does eat dairy products (a lacto-ovo-vegetarian also eats eggs – accept this as an answer) ( accept just does not eat meat )

- (b) **Award 1-2 marks** for an answer that resembles a list.  
**Award 3- 4 marks** for an answer that shows some understanding of the nutrients and suggests how they can be included in the diet. Answer may focus on one of the nutrients only.  
**Award 5-6 marks** for an answer that shows a clear understanding of the nutrients and has excellent suggestions on how to include both nutrients in the diet. [6]

Lacto-vegetarians get their **protein** from milk and milk products.

Vegans have to rely on **plant proteins** found in wholegrain cereals, vegetables, seeds (peas, beans and lentils) and nuts.

TVP products and Quorn are useful meat substitutes.

Vegans are more likely than lacto-vegetarians to lack **protein**.

Soya products such as milk, tofu, etc. are excellent as they contain high biological value (HBV) proteins.

Other plant proteins contain low biological value (LBV) proteins but complement each other so that when eaten together they provide the body with all the essential amino acids e.g. dishes like vegetable chilli, beans on toast, etc., will provide the body with all the essential amino acids.

**Iron** – found in dark green leafy vegetables like spinach, dried fruit (especially apricots, dates, prunes and raisins), nuts, legumes and wholegrain cereals.

In order to maximise the amount of iron absorbed by the body, foods rich in Vitamin C (citrus fruits, peppers, kiwi fruit, strawberries, etc.) should be eaten with iron-rich foods.

Most vegans will take iron supplements.

- (c) **Award 1-2 marks** for an answer that resembles a list.  
**Award 3-5 marks** for an answer where there is some discussion on the importance of fruit and vegetables as part of a daily diet.  
**Award 6-8 marks** for an answer that shows an excellent understanding and assessment of the importance of fruit and vegetables in the diet. [8]

Answers may include reference to the following:

Eating fruit and vegetables is of utmost value because:

Eating fruit and vegetables fit into the healthy eating guidelines e.g.:

Eat more fibre – fruit and vegetables are high in fibre especially when eaten raw.

Eat less sugar – fruit and vegetables contain natural sugars.

Eat less fat – most contain no fat at all (exception avocado) and are low in calories – particularly important with rising obesity rates, increase in heart disease and diabetes.

Eat less salt – can be eaten raw with no need to add seasoning.

Fruit and vegetables contain ACE Vitamins, which are anti-oxidants.

Fruit and vegetables keep the digestive system healthy and are said to prevent some cancers.

Eating a 'rainbow' of fruit and vegetables means all vitamins and minerals are included in the diet.

Fruit and vegetables add colour, flavour and texture to meals.

Eating fruit and vegetables as a snack instead of crisps, sweets and chocolate help prevent dental caries, obesity and heart disease.

Fruit and vegetables can be eaten raw, cooked or bought in tins, dried, as juices, etc. They all contribute to the recommended 5 a day.

For top band marks candidates should name specific fruit and vegetables and / or suggest dishes.

Reference may also be made to the effects of not eating enough fruit and vegetables.



Q.9 (a) **Award 1 mark** for **each** correct answer. [2]

- A contract caterer will take over responsibility for the planning and organising leaving the customer free to enjoy the party.
- They may prepare and cook food in advance and deliver to the site or cook it on site.
- They decorate the venue.
- They may provide staff to serve the food.
- Can enjoy the party themselves / client can get on with other things.
- Can cater anywhere for any occasion.
- Cater to specific needs / more personalised.

(b) **Award 1-2 marks** for a basic answer that suggests one or two reasons why communication is important. Answer may resemble a list.  
**Award 3-4 marks** for a very good discussion on the importance of communication between contract caterer and client. [4]

The answer could include reference to the following:

- Contract caterer needs to keep in contact throughout planning stage to know expectations and requests of customer
- Contract caterer finds out about special dietary needs, likes and dislikes, favourite food / music of couple etc. so planning is smooth
- Customer feels involved in decision making
- Customer is able to offer suggestions for decorating venue
- Customer feels confident that event will be successful
- Event is likely to go to plan as everyone is aware of what is happening
- Shows good customer care – more business and good reputation for Janice as customer will tell others
- Work out a budget / cost / reference to price

Accept reference to negative effects on company if communication is not effective

e.g. party will not be a success, Janice wont get repeat custom

- (c) **Award 1-3 marks** for a basic understanding of what is important when costing and planning the lunch. Answer may resemble a list.  
**Award 4-6 marks** for a good understanding of the important points to consider when costing and planning the lunch.  
**Award 7-9 marks** for an excellent understanding of the important points to consider when costing and planning the lunch. (Marks awarded in this top band must show a very good understanding of costing.) [9]

The answer could include reference to the following points:

Costing the event:

- Food costs
- Decoration costs
- Overheads such as gas, electricity, rates, etc. if cooking off site. Also petrol/diesel costs for travel and transporting food to venue
- Labour costs (if staff are needed for preparing and/or serving food)
- Profit
- Number of guests / specific needs
- Some contract caterers offer fixed price menus – but customers may want event personal to them and choose their own menu
- Customer's budget

Planning the event:

- Consider age, sex, occupation, special dietary needs (vegetarians, religious and ethnic needs, allergies and intolerances), likes and dislikes of guests
- Consider the time of year (a lighter meal will be needed in summer)
- Numbers
- Consider the time of day (lunch time menus are often lighter)
- Consider venue (held in the house or garden?)
- Consider space available – lunch requested so how many can comfortably be catered for?
- Consider facilities available - will the lunch be made on /off site?
- Will serving equipment or staff be needed?
- Consider type of menu requested – a 3 course lunch for a special occasion (candidate may suggest suitable dishes)
- Any special requests for dishes – customer favourites, etc.
- Will menu be served at a table or offered buffet style?
- Consider layout of room, tables, etc.
- Consider decoration of tables, room (or garden) where event will be held – needs to match silver theme

#### Unit 4 (New)

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

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

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

Answers could include:

- Hotels
- Guest houses
- Residential care homes
- Hostels
- Motels
- B and B
- Hospitals
- Prisons
- Holiday parks

(b) **Award 1 mark for each** correct answer. [2]

Answers could include:

- More visitors to area
- People need places to eat
- People need places to stay
- Hotels have health suites open to the public
- Places are recommended by the tourism industry
- Make more profit from tourism

Q.3 (a) **Award 1 mark for each** correct answer taken from the list below. [1]

- Business groups/Office workers
- Hotel for training staff
- Teachers
- M.P.s

(b) **Award 1 mark for each** item suggested. [2]

- Paper
- Pens
- Drinks
- Snacks
- Meals
- OHP
- Computer facilities
- Flip chart
- Accommodation
- Wheelchair access

- (c) Criteria marked. [4]
- Award 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of the role of the conference manager. 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 role of a conference manager. The answer will include a range of points with 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 the role of the conference manager. 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 could include:

- Taking the booking
- Checking on special requirements of delegates
- Checking the availability of the room
- Organising the equipment
- Checking the food order
- Greeting the organiser on the day
- Going over the fire drill with organiser
- Asking if everything is OK
- Telling organiser times of meals and snacks
- Keeping the organiser informed of any changes
- Make contact before event
- Seating plan
- Date/Time/How many

Q.4 (a) **Award 1 mark** for **each** correct answer. [4]

- (i) Dessert fork (sweet fork)
- (ii) Dessert spoon (sweet spoon)
- (iii) Main course fork (table fork) (dinner fork)
- (iv) Main course knife (table knife) (dinner knife)

Do not accept knife, fork or spoon

(b) **Award 1 mark** for **each** correct answer. [2]

- Flowers
- Sprinkles
- Name place cards
- Candles
- Favours, mints
- Do not accept napkins or any other type of cutlery

(c) Criteria marked. [4]

**Award 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of the points to consider when serving customers. 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 points to consider when serving customers. The answer will include a range of points with 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 the points to consider when serving 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.

Answer could make reference to:

- Serve ladies/ elderly first
- Serve from one side
- Clear from the other
- Ensure all guests have finished before clearing any dishes away
- Check by asking if everything is OK, but not too often
- Check for any special dietary needs at the start
- Don't stand over them watching
- Don't stand with your hands in your pockets
- Don't leave them waiting too long between courses
- Let them know of any delays in service
- Take order quickly
- Check correct cutlery
- Food served as ordered
- Remove glasses not required
- Suggest specials

Q.5 (a) Criteria marked. [2 and 2]

**Award 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of the types of menus. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

**Award 2 marks** for an answer that recalls knowledge and demonstrates understanding of the types of menus. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Answer could make reference to:

Take away menu

- Good selection available
- Could be limited choice of items e.g. all pizzas
- Individually priced, cheap, reasonably priced
- Meal deals
- Delivery within a certain area is free
- Special offers
- Vegetarian options marked with a v
- Doesn't always have children's options
- Sides and extras
- Choices fairly quick to cook
- Contact details

Set menu for a function

- Limited choice of starter, main and dessert
- Set price depending on choices made
- Choices have to be made in advance
- Have to order vegetarian or special diets separately
- May be a supplement for things such as steak

(b) Criteria marked. [6]

**Award 1-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of planning a menu for a celebration. 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 points to consider when planning a menu for a celebration. The answer will include a range of points with 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 points to consider when planning a menu for a celebration. 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 could include:

- Wide choice of dishes
- Foods to suit all ages
- Finger food or fork buffet or sit down meal
- Presentation – colour, flavour, texture, shape
- Foods in season
- Cost
- Skills of chef
- What, where, when
- Who the celebration is for
- Number of guests
- Dietary needs
- Allergies
- Equipment available
- Nutrition

Q.6 (a) Criteria marked. [4]

**Award 1 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of the roles of reduce, reuse, recycle. 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 reduce, reuse, recycle. The answer will include a range of points with 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 reduce, reuse, recycle. 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 could include:

- Refillable bottles of shower cream
- Using less packaging on things such as soap
- Not putting new toilet rolls on for every new guest
- Recycling waste from the kitchen
- Recycling glass and cans and paper
- Advising guests of their environmental policy by displaying notices around the hotel and in lifts
- First in, first out
- Self-service drink machines
- Fix things that are broken
- Any food left use in soups, stews
- Only prepare correct amount of food
- Reuse towels to reduce water wastage (accept only once in either (a) or (b) )



(b) Criteria marked. [6]

**Award 1-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of conserving electricity 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 conserving electricity and water. The answer will include a range of points with 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 conserving electricity 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 could include:

- Using key cards that work the lights when put into slot on wall
- Timers on lights
- Solar panels
- Timed heating
- Timed air conditioning
- Setting temperatures on heating so only comes on when needed
- Advising guests of hotel policies
- Having showers not baths
- Using towels more than once
- Using waste water for watering the garden
- Collecting rain water in butts to water garden
- Don't leave taps running
- Timed water for washing hands
- Larger windows using natural light
- Use hippo brick in toilet system
- Energy saving light bulbs
- Single or double flush toilets
- Only give water to customers when requested

Q.7 (a) Criteria marked. [8]

**Award 1-3 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of planning an event. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

**Award 4-6 marks** for an answer that recalls knowledge and demonstrates understanding of planning an event. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

**Award 7-8 marks** for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of planning an event. 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
- Cost, profit
- Time
- Number of guests, age of guests, type of client
- Special diets
- Any special needs e.g. wheelchair access
- Disco or band required
- Dance floor space
- Sit down meal or buffet / type of food required / hot or cold
- Room plan
- Theme for decoration of room and tables
- Job roles for day
- Risk assessment/HACCP
- Where and why location of event
- Promoting the event

(b) Criteria marked. [8]

**Award 1-3 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of health and safety when preparing the room and during the event. The answer may be a simple list or restricted number of suggestions. Communication will tend to be impeded by poor expression.

**Award 4-6 marks** for an answer that recalls knowledge and demonstrates an understanding of health and safety when preparing the room and during the event. The answer will include a range of points with evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

**Award 7-8 marks** for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of health and safety when preparing the room and during the event. 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 could include:

- Access for disabled
- Fire safety checks
- Risk assessment
- Spills on floor
- Carrying equipment
- Lifting equipment safely
- Reporting accidents
- Setting up the tables ensuring clothes are not a tripping hazard
- Access to bring food in and remove dirty equipment from the room safely
- Knowing who is in charge of first aid
- Not having equipment and cutlery hanging on edges of tables
- Keeping glass away from edges of tables
- Warning signs for hot dishes if customers are serving themselves
- Telling customers plates are hot
- Lighting
- Do not accept personal hygiene

Q.8 (a) **Award 1 mark** for **each** correct answer and **1 mark** for **each** example given. [2+2]

- Fax – relaying bookings
- Telephone – taking bookings
- E mail – taking bookings, confirming bookings to guests
- Paper – passing information
- Text – passing information
- Talking – discussing issues
- Memo – passing information
- Pager – calling staff
- ICT
- Braille / sign language

(b) Criteria marked. [4]

**Award 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of the importance of communication. 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 importance of communication. The answer will include a range of points with 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 the importance of communication. 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 could include:

- To know how many guests are expected
- Rooms need to be ready on time
- Repairs completed
- Problems may occur that each other are not aware of
- Housekeeper knows which rooms are still occupied
- Any special requirements

(c) Criteria marked. [6]

**Award 1-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of qualities of a receptionist. 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 qualities of a receptionist. The answer will include a range of points with 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 qualities of a receptionist. 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:

- Clean
- Well presented
- Good communication skills
- Able to speak more than one language
- Flexible in hours can work
- Able to solve problems
- Multi-task
- ICT skills
- Courteous
- Friendly
- Patience
- Cope well under stress
- Knowledge of local area
- Good literacy skills
- Work as part of a team

- (d) Criteria marked. [6]
- Award 1-2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of teamwork. 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 teamwork. The answer will include a range of points with 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 teamwork. 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:

- Things will get done quicker
- Problems are solved
- Fewer problems occur
- Staff help each other
- Happier staff
- Better service for customers, standard of service
- Aware of any changes that have been made
- Each area of the industry relay information to each other



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