



GCSE MARKING SCHEME

HOSPITALITY and CATERING

SUMMER 2012

INTRODUCTION

The marking schemes which follow were those used by WJEC for the Summer 2012 examination in GCSE HOSPITALITY and CATERING. 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

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

- (i) FALSE
- (ii) FALSE
- (iii) TRUE

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

- (i) thin, matchstick size vegetable cuts JULIENNE
- (ii) sprinkled with cheese and breadcrumbs and browned AU GRATIN
- (iii) a water bath used to keep food hot BAIN-MARIE

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

- (i) Cook's Knife [1]
- (ii) Ladle [1]
- (iii) Measuring spoons [1]

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

Sieve the flour into a bowl. Rub the **margarine** into the flour. Stir in the **sugar**. Add the **milk** and gather into a dough. Roll out or press down, cut out scones. Glaze, then bake in hot oven.

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

- Cheese
- Dried fruit (currants, sultanas, raisins)
- Glace cherries
- Nuts (often walnuts)
- Oatmeal
- Potato
- Smoked salmon
- Ham
- Bacon
- Sun dried tomatoes
- Olives
- Garlic
- Mustard
- Fresh fruit (or any named)
- Sweet or savoury spices/essences
- Chocolate
- Onion

Candidates may suggest a mixture of ingredients, e.g. salmon and dill, bacon and onion.

Accept any reasonable suggestions.

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

- Inaccurate measuring of ingredients
- Not pre-heating oven/too cool an oven/wrong oven temperature
- Over rolling or over handling
- Rolling out too thinly
- Lack of baking powder or SR flour not used (lack of raising agent)/wrong type of flour
- Insufficient liquid
- Allowed to stand too long before baking

Q.5 (a) Award up to **4 marks** for a correct description of 'in flight' catering. [4]

- Airline chooses menu from a supplier
- Food is prepared in kitchens (often not on airport site)
- Meals for special diets are ordered and *clearly labelled for special diets prepared in correct quantities by the kitchen/portion controlled*
- Meals are plated (placed in containers), covered and blast chilled
- Meals are placed on trolleys (kept chilled) to keep food fresh
- Trolleys are delivered to correct flights and stored on board
- The meals are re-heated and placed in heat trolleys
- Passengers have their meal served 'in situ'

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

Packaging used for hot food should be:

- Lightweight (avoid excess weight on aircraft)
- Individually portioned
- Stack easily (for re-heating and serving purposes)
- Capable of fitting onto the serving tray which is limited in size
- Capable of being re-heated quickly and retaining the heat until service (not warm, food must be hot)/insulator
- Easy to seal so there are no spills/wont leak
- Recyclable and reusable if possible/biodegradable
- Air tight to avoid bacteria entering
- Easy to open in confined space/avoid burns
- Reference to the material being suitable e.g. not paper or card as can cause condensation and make foods soggy
- Cost

Q.6 Award **1 mark** for **each** correct hazard and **1 mark** for **each** correct control point. [8]

Steps	Hazard	Control
Storage	If not stored correctly, food poisoning bacteria could grow and contaminate other food (cross contamination). Minced beef is a 'high risk' food.	Keep at a safe temperature (fresh minced beef at 5°C or under). Bottom shelf in the refrigerator. Label food with date and use by that date. Rotate stock so oldest food is used first. Use before use by date. Store in a suitable container.
Preparation	If removed from storage too early food poisoning bacteria could grow. Danger of cross-contamination if placed next to raw foods.	Wash hands before handling food. Use clean equipment. Use different boards etc. for different foods. Separate raw and cooked foods. Do not remove from storage until ready to use.
Cooking	Food poisoning bacteria could survive the cooking process undercooked/not cooked for correct time.	Check Bolognese sauce is cooked thoroughly (simmer for at least 20 minutes). Check temperature with a food probe. Cook to above 75°C
Hot-holding	Surviving food poisoning bacteria could grow. Bacteria could produce toxins (poisons). If temperature drops it could go to the danger zone	Keep food at 63°C or higher.

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

- To make food easier to digest (eat/chew)
- To add flavour
- To add colour
- To make food look more appetising
- To make food smell more appetising
- To prevent food spoilage/increase keeping quality
- Improve texture/softens the food/tenderise
- Adds nutritional value (frying adds fat)

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

- Vitamin B
- Vitamin C

(c) Award **1 mark** for **each** correct method and **1 mark** for **each** suitable food. [4]

- Simmering dumplings, rice, egg dishes, fruit
- Steaming vegetables, steamed puddings, fish, rice, tender pieces of meat
- Poaching eggs, fish, chicken, fruit
- Pressure-cooking vegetables, puddings, stews, etc.
- Stewing/braising/
slow cooking/casseroling tougher cuts of meat, fruit, vegetables
- Blanching vegetables are often blanched before freezing or before food service so they can be reheated quickly
- Bain-marie delicate sauces and egg custards
- Sous-vide fish, lamb/pork shanks

(d) Award **0-2 marks** for a basic answer that may resemble a list with little or no discussion.

Award **3-4 marks** for a good answer that has some discussion on the use of a microwave oven.

Award **5-6 marks** for an excellent answer on the use of a microwave oven in a catering kitchen. Answer includes benefits and constraints of use.

Answers may include some of the following:

- Microwave ovens cook or warm up food faster than conventional ovens
- Microwaves work by causing the water in food to oscillate – food absorbs the microwaves, but the oven and baking dish remains cool
- Metal containers cannot be used
- Food with high fat or sugar content may catch fire
- Microwaves do not brown food
- Some microwave ovens combine a convection oven or grill with the microwave
- Food can be cooked without adding fat or water – an advantage for people on special diets
- Microwaves are excellent for defrosting
- Power levels vary from 600 to over 1000
- Not good for batch baking – e.g. 1 jacket potato will take 6 minutes, 2 will take 12 minutes and so on
- Food requires a ‘standing time’ after being microwaved
- Cold spots
- Some have built in temp probes
- Cost effective – use less energy
- Can make some foods soggy

Q.8 (a) Award **0-2 marks** for a basic answer with some health implications of eating too much fat. Answer may resemble a list.

Award **3-4 marks** for an explanation of the health implications of eating too much fat.

- Increased risk of obesity which could shorten life span and cause personal, social and psychological problems
- Can lead to being overweight
- Increased risk of high cholesterol
- Increased risk of Type 2 diabetes
- Increased risk of heart disease, heart attacks, strokes
- Increased risk of high blood pressure
- Increased strain on National Health Service
- Halitosis (bad breath)
- Increased risk of some types of cancer
- Joint problems

(b) For both parts of the question: [6]

Award **0-2 marks** for a basic answer with only one or two suggestions given.

Award **3-4 marks** for a good answer that has some discussion and examples given.

Award **5-6 marks** for an excellent answer that includes relevant points with discussion and examples.

(i) Meeting healthy eating guidelines. Suggestions include:

Eat less fat

Choose lean cuts of meat, use low fat alternatives where possible, use vegetable fats and oils where possible, use soya products instead of meat, use yoghurt instead of cream, serve potato wedges or thick chips if offered on menu instead of thin chips, etc.

Eat less sugar

Use sugar substitutes for puddings, cakes and biscuits, offer fresh fruit alternatives for dessert, use tinned fruit in juice not syrup, offer low calorie soft drinks, etc.

Eat less salt

Use a lo-salt alternative; add other seasonings and herbs to food, cut down use of convenience foods (especially tinned), cut down salted crisps, nuts and other nibbles.

Eat more fibre/NSP

Serve wholemeal bread and cereals, serve wholemeal pasta and rice, serve fruit and vegetables with skin on, serve fruit and vegetables raw if possible, add oats to pudding toppings, use wholemeal flour when making pastry, cakes, biscuits, pancakes, etc.

Eat Five a Day

Ensure portion size is appropriate - providing the correct RDA / GDA energy value for a child.

Credit reference to cooking methods suitable for Healthy eating/
Eat well plate/healthy eating pyramid.

(ii) Making food interesting and appealing. Suggestions may include ensuring food has: [6]

- A range of consistencies – thick or thin (sauces, soups etc.)
- A variety of texture – food should be a mix of crunchy, soft, smooth, crisp, etc.
- Colour – children will be attracted by colour
- Flavour – children should be offered a version of the adult menu to develop their taste for different foods. Some strong flavours may not be suitable but mild curries, spicy rice and pasta dishes will be
- Seasoning – care should be taken not to add too much salt to children's meals
- Decoration and garnish of food – adds to presentation and appeal and often includes fruit and vegetables that are healthy options
- By adding suitable accompaniments – often on children's menus the only accompaniments are peas or beans. Salads and interesting and colourful vegetables should be on offer
- Wording the menu carefully to 'sound' exciting
- Offering smaller portions of adult menu
- Variety of shapes – presented appropriately for audience
- Themes to the dishes

Credit any other reasonable answers.

Q.9 (a) Award up to **2 marks** for a **correct** answer that describes the role of an assistant manager. [2]

- Responsible to the manager
- Carries out work specifically delegated by the manager
- Will be in charge when the manager is off duty/deputises in manager's absence
- Training of new staff/staff meetings

(b) Award **1 mark** for **each** suggestion up to **3 marks** for **each** section. [9]

(i) Preparing:

- Keep equipment as clean as possible – uses less energy
- Do not over-order food
- Use offcuts in soups, stocks, etc. or send to local licensed/authorised farm as animal feed
- Compost vegetable waste if there is a hotel garden
- Recycle all card, paper, plastic, aluminium, etc.
- Reuse large containers to store food
- Never put hot food into fridges or freezers – unsafe and raises temperature so that motor has to work too hard, thus wasting energy
- Buy in bulk to reduce packaging
- Buy locally sourced products/organic local where possible
- Do not prepare more food than is needed
- Grow your own produce

(ii) Cooking:

- Put lids on pans when cooking
- Have efficient heating and extraction
- Invest in energy saving equipment – more energy efficient and save money
- Avoid wasting water
- Have regular maintenance checks on machinery
- Do not cook more food than needed
- Cook in batches and freeze portions
- Use induction hobs
- Use size of burners to match pans used

(iii) Serving:

- Avoid over use of garnish and decoration that customers will not eat
- Use dispensers for salt, sugar, sauces, etc.
- Cut down on use of disposables, e.g. paper products
- Ensure accurate portion control to avoid waste

- (c) Award **0-3 marks** for a basic answer that reflects little knowledge or understanding of the importance of communication and record keeping.

Award **4-6 marks** for a medium answer that reflects sound knowledge and understanding of the importance of communication and record keeping.

Award **7-8 marks** for a very good answer. Candidate is able to evaluate the importance of communication and record keeping.

Communication will be vital in James' new role because:

- He has to communicate with clients, staff and his manager
- He has to get all his ideas across effectively
- He has to lead all the teams (departments) of the hotel
- He has to be accurate and clear so that there are no misunderstandings/mistakes
- Poor communication could lead to loss of business, loss of customers and poor profit
- Good communication could lead to improved business, good reputation and good profit
- Good communication means that everyone knows what they are doing and who is responsible
- He needs to be good at all forms of communication – verbal, written, telephone, fax, ICT
- He needs to command respect from the staff and appear organised and efficient to clients – good communication skills are vital in order to achieve this
- The wedding service will receive good marketing/publicity

Record keeping is also vital:

- James needs to keep records so that accurate invoices, bills, etc. can be prepared. Mistakes are not made when record keeping is effective
- James needs to be able to meet clients' needs – he needs to keep accurate records during meetings in order to act on them
- Keeping accurate records enables data to be used for similar events in the future
- Electronic records allow for accurate stock control, menu engineering, guest records etc. to be kept up to date

UNIT4

Q.1	Award 1 mark for each correct answer.	[3]
	(i) True (ii) False (iii) True	
Q.2	(a) Award 1 mark for each correct answer.	[2]
	Answers could include: <ul style="list-style-type: none">• Restaurant manager• Restaurant supervisor• Sommelier/wine waiter• Head waiter/waitress• Waiter/waitress/wait staff	
	(b) (i) Award 1 mark for each correct answer.	[2]
	Answers could include: <ul style="list-style-type: none">• Part of the establishment - employed all the time, work all year• On a full contract which may mean they are employed either full time or part time• Have designated shifts/contracted set days per year• Entitled to holiday pay, sick pay	
	(ii) Award 1 mark for each correct answer.	[2]
	Answers could include: <ul style="list-style-type: none">• Casual staff can be employed as and when needed• Employed at busy periods, e.g. Christmas• Employed for one off occasions, e.g. Mayor's banquets• Employed through an agency• No set hours• May not have a contract• Not entitled to any of the benefits that permanent staff have	

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

[3]

Answers could include:

- Colour
- Texture
- Flavour
- The skills of the chef
- Temperature
- Time available for preparation/cooking
- Foods in season/time of year
- Cost
- Customers' needs
- Age of guests
- Nutritional balance
- The occasion
- The type of menu planned
- Equipment available
- Cooking methods
- Cultural influences
- Themed restaurant has to 'fit' theme
- Variety/choice
- Special diets

Do **not** accept healthy.

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

[4]

Answers could include:

- Take out the cream in the soup/change soup
- Use croutons in the soup
- Garnish with herbs
- Change the vegetables to include more colours
- Use a roasted potato/sauté/duchess
- Serve with a different sauce
- Include fruit in the menu
- Change tart to a crumble to introduce texture
- Reduce the amount of fat used in the menu
- Improve the colour by . . .
- Improve the texture by . . .
- Improve the flavour by . . .
- Increased options/selection/starters/main/deserts
- Offer vegetarian options
- Reduce dairy products (used in almost every dish)
- Change the dishes to

Q.4 (a) Award **1 mark** for **each** correct answer. [2]

Answers could include:

- Enter any food premise at any time
- Inspect food
- Take sample of food away for analysis
- Take any food that they judge to be unfit
- Ask a Justice of the Peace to condemn food that is unsafe
- Give improvement notices to food business
- Close premises down
- Serve an 'Emergency Prohibition Notice'
- Recommend a prosecution
- Write to a food premise asking them to improve their practice
- Take to court
- Fine owners
- Imprisonment

(b) Award **1 mark** per point: [4]

Answers could include:

- Advice on food hygiene practices/how to stay clean/lower risk of bacteria/fridge/freezer temperatures/help set up
- Advice on staff training/certificates
- Will advise on kitchen layout and design
- Advice on business management/contacts/trading standards
- Suggest good habits/good practices/Hygiene – personal, kitchen and food
- Will check if premises are suitable
- Check to see if sufficient wash-hand basins/ventilation/changing facilities
- Advice on health and safety policy
- Will advise regarding 'scores on the doors scheme' score out of ten/higher the mark the better the premises
- Correct use of equipment – safety
- Correct food storage/chemicals
- Safe service area
- Check cleaning rotas
- Equipment in good working order
- Suggest any improvements

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

[3]

Answers could include:

- Food should be stored at the correct temperature – under 5°C for fridge - 18°C freezer
- Defrost food thoroughly before cooking
- Keep food cool, clean and covered
- Handle food as little as possible
- Separate raw and cooked foods Use colour coded boards and knives
- Adapt a 'clean as you go' system
- Cook food at the correct temperature for the correct amount of time
- Use a food probe to check core temperature of cooked food - 75°C
- Have a HACCP system in place to prevent/avoid cross contamination
- Wash fruit and vegetables before use
- Dispose of waste food hygienically
- Cool or chill food rapidly to keep out of the danger zone (5-63°C)
- Monitor fridge temperatures
- Clean all equipment thoroughly
- Use a sanitiser to clean worktops and fridge handles
- Have a cleaning schedule in place
- Wear protective clothing
- Follow personal hygiene rules

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

[3]

Answers could include:

- Reservation system for bedrooms/conference rooms/restaurants
- Arrive and departure lists/how long they are staying
- Standard letters
- Guest history/details
- Stock control
- Telephone logs
- Sales
- Audits
- Staff information/rotas/wages
- Food and beverage stock/orders
- Enquiries
- Billing for guests' papers/dry cleaning/shoe cleaning
- Cleaning rotas
- Customer orders

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

[2]

Answers could include:

- Data base
- Computer
- Spread sheet/Excel/disks
- Paper filing system/cards
- Pen drive/Memory stick
- Flash drive
- SD card
- External hard drive
- Books

(c) **Award 0 - 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of the Data Protection Act. 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 Data Protection Act. 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 3 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the Data Protection Act. 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. [3]

Answers could include:

- To control the way in which information is handled and stored
- To give rights to the people who have information recorded about them
- To lay down rules about how data can be used
- Data (any sort of data) is stored on a computer/paper based/CD's/Floppy disks/flash drives etc.
- Some data is personal/safe not to be intended for public viewing/not just anyone/secret
- Sets up rules to prevent unauthorised access to personal data/files
- Information commissioner office (ICO) enforces the rules
- Stored then deleted
- Prevents fraud
- Provide
 - guest reservations
 - guest registration forms
 - guest files
 - mailing lists

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

Answers could include:

- Customers identify employees
- Shows professional image
- Standards
- Dress code/smart and easily recognised
- Fits in with policies
- Identity for each area of the hotel/assists managers with names
- Cost effective
- May comply with health and safety regulations

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

Answers could include:

- Easier/quicker/less hassle
- Less expensive
- Provided for you
- May be cleaned by the company
- Smart/sophisticated
- Work ethic/puts employee in the right mood for working
- Saves own clothes
- Part of the team
- Recognised and professional

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

Answers could include:

- Customers identify employees
- Identifies area they work in
- Shows they are professional
- Gives confidence/trust
- Helps with names/if badge is worn
- Same standards/product
- Know what to expect

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

[4]

Answers could include:

- Consider cooking methods
- Good portion control
- Correct serving equipment
- Weigh foods correctly
- High quality equipment/equipment checked regularly
- Don't over stock/correct ordering/only order what's required
- Increase chef skills/less mistakes
- Training of staff
- Use leftovers to make another dish, if appropriate
- Don't make too much food in advance
- Reuse containers
- Recycle packaging/glass, tin, cardboard
- Buy in bulk/foods that contain - less packaging
- Use fresh fruit and vegetable - less packaging

(b) **Award 0 - 2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of environmental issues. 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 environmental issues. 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 environmental issues. 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. [6]

Answers could include:

- Important to prevent global warming
- Reduce
- Reuse
- Recycle
- Rethink
- Refuse
- Repair
- Hotel could only have showers instead of baths
- Solar panels
- Eco friendly appliances
- Sensored lights in corridors

Housekeeping could:

- Have small kettles in rooms
- Ask guests to use towels more than once
- Not to change the beds every day if a guest is staying for more than one day
- Refillable shampoo/shower gel bottles in rooms/ turn TVs and electrical equipment off when not in use
- Not use individual soaps
- Use energy saving light bulbs
- Heat controlled thermostatically
- Don't replace toilet rolls if more than half full
- Hippo bricks
- Signage in rooms

Maintenance could:

- Repair where and if necessary furniture/equipment/carry out regular maintenance of all equipment in the hotel
- Reduce the temperature in public areas
- Repair existing furniture/reupholstering

Reception could:

- Use key cards
- Reuse paper/save envelopes/have recycle bins behind reception
- Advise customers on hotel policies

Customers could:

- be advised to use a dual flush toilet
- have showers
- reuse towels
- turn off TV when not in use
- use paper recycle bins
- accept paper cups (if appropriate)

Q.8 (a) Award **1 mark** per responsibility with description.

(i) Answers could include: [2]

- Responsible for a health and safety policy
- Make sure workplace is regularly monitored for health and safety
- Provide equipment that is well maintained and fit for purpose
- Provide safe storage for substances that are harmful to health
- Make sure that its employees know about the health and safety policy
- Ensure work practices are safe/provides information
- Provides sufficient training/regular training
- Provide adequate working space
- Good ventilation/lighting etc.
- Clear fire exit routes
- Provide a safe environment
- Employees are fit to work

(ii) Answers could include: [2]

- Take reasonable care of their own health and safety
- Make sure that others are not put in danger because of their actions
- Follow the health and safety rules of their workplace
- Not mess/interfere with equipment that is there for their protection
- Co-operate with the company so that rules can be followed
- Wear as told/instructed any protective clothing
- Report any injuries/accidents
- Report any fire safety hazards
- Attend training on health and safety matters when required
- Ask for help if needed
- Set own standards

(b) **Award 0 - 1 mark** for an answer that recalls some knowledge and demonstrates a basic understanding of fire procedures. 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 fire procedures. 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 fire procedures. 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. [4]

Answers could include:

- Stay calm
- See to guests' needs
- Usher guests carefully out of building to designated area
- Take extra care of guests with disabilities
- Take care of children if necessary
- If needed advise women to take off high heels/so they don't fall
- Not to panic/don't be a hero
- Guests are a priority/see to them first
- Second priority to reduce damage to building
- Not to tackle fire themselves
- Follow instructions of fire emergency officers/do as you're told
- Instruct guests not to use lifts
- Close doors/windows/turn off power where able
- Speak to kitchen/beverage staff/stop service
- Take guests to assembly points
- Account for number of guests/register check
- Guide to the exit
- Sound the alarm
- Call for fire brigade
- If lots of smoke hands and knees

(c) **Award 0 - 1 mark** 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 2 - 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. [6]

Answers could include:

- Teamwork is important to make sure that customers experience good customer care and high standards of service
- If team members communicate to one another, there are less likely to be mistakes
- If team members get on well with one another they tend to be well-motivated and happy – this creates a positive environment for the customer
- If staff work well as a team then service is likely to be quicker and more efficient – this will lead to fewer complaints
- A successful restaurant manager will have a well-motivated team who will achieve and maintain quality
- Good team members know what is expected of them, so there are less likely to be questions, problems or accidents. Less stress and panic
- Runs smoothly
- Happy team, happy customer
- Share ideas
- Builds confidence
- Have own job role

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

[3]

Answers could include:

- Date of event
- Time of the event
- Budget
- Special dietary needs
- Any drinks service required
- Room and table decoration required
- Style of menu/food service required
- Contact numbers
- Age of guests
- Accommodation requirements
- Entertainment
- Special physical needs, e.g. wheelchair access
- Allergies
- Number of tables/layout
- Food required

Do **not** accept number of guests as in the rider.

(b) **Award 0 - 2 marks** for an answer that recalls some knowledge and demonstrates a basic understanding of types of service and suitable foods for a function. 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 types of service and suitable foods for a function. 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 types of services and types of food for a function. 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. [6]

Answers could include:

- (i) Buffet service/hot or cold/selection of desserts/Family type of service/Counter service
- Dishes are put on the table with serving cutlery for guests to serve themselves
 - Is a sociable method of service
 - Quick and easy service
 - Food is served at required temperature i.e. hot or cold
 - Portion control is more difficult
 - Needs a large amount of space on the table
 - Fewer staff required
- (ii) Waiter service/pre plated meals from the kitchen/Table service
- Basic plated meal or can be highly decorated
 - Plated is a good way of ensuring good portion control
 - Demonstrates the skills of the kitchen staff and not the wait staff
 - May be boring for the staff serving the meal
 - Faster service/does not require highly skilled staff
- (iii) Silver service/Gueridon
- Specialist staff/costs to the hotel
 - Waiters serve food with a fork and a spoon
 - Platters can also be put onto table this way
 - Personal service
 - Can be a slow service/often not as staff are experience
 - Can be expensive
 - Portion control difficult to control as each member of staff will serve slightly different amounts of food to each customer
 - Staff costs can be high as deemed a 'specialist' job - more staff involved
- (iv) Carvery service
- Where a chef carves roasts and guests help themselves to vegetables and sauces (benefits as above)

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

Award 3 - 5 marks for an answer that recalls knowledge and demonstrates understanding of good customer service. 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 6 - 8 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of good customer service. 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. [8]

Customers have expectations, such as:

- Good value for money
- The services or goods promised are of the standard expected
- Information, help and advice is available
- Question, problems and complaints are dealt with correctly and quickly
- Health, safety and the security/duty of care – important at all times
- Exceed expectations so that excellent service is offered
- Satisfied guests tend to spend more money at an establishment that they are impressed with and will recommend to others
- Customers are comfortable

Good customer service is where staff are:

- Patient
- Polite
- Friendly
- Have a good eye contact with the guests
- Smile
- Are sincere
- Make a real effort to be helpful
- Are respectful
- Are attentive
- Welcome guests

Good service ensures:

- Customers enjoy the experience
- Customers may write good reviews of the event/recommend to friends
- Feedback to improve is acted on



WJEC
245 Western Avenue
Cardiff CF5 2YX
Tel No 029 2026 5000
Fax 029 2057 5994
E-mail: exams@wjec.co.uk
website: www.wjec.co.uk