GCSE MARKING SCHEME

WINTER 2019

HOSPITALITY AND CATERING
UNIT 4 - HOSPITALITY AND THE CUSTOMER
4742/01
INTRODUCTION

This marking scheme was used by WJEC for the 2019 examination. It was finalised after detailed discussion at examiners’ conferences by all the examiners involved in the assessment. The conference was held shortly after the paper was taken so that reference could be made to the full range of candidates’ responses, with photocopied scripts forming the basis of discussion. The aim of the conference was to ensure that the marking scheme was interpreted and applied in the same way by all examiners.

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

WJEC regrets that it cannot enter into any discussion or correspondence about this marking scheme.
Q.1 Award 1 mark for each correct answer. [3]
(i) B
(ii) C
(iii) A

Q.2 Award 1 mark for each correct answer. [3]
(i) True
(ii) False
(iii) True

Q.3 Award 1 mark for each correct answer. [4]
Answers may include:
- Family run
- Small/friendly
- Rooms may have TV but no cable
- Cheaper than standard hotel
- Often offers only basic accommodation
- Generally, provide breakfast only/do not offer evening meals
- No/Limited parking
- May share a bathroom
- Classified by diamond ratings
- Tea and coffee making facilities in the bedroom
Q.4 (a) Criteria marked: examiners to refer to paper version of mark scheme

Award 0 marks for an unacceptable response.

Award 1-2 marks for a basic answer that recalls some knowledge and demonstrates a basic understanding of the role of the EHO when inspecting food premises.

Award 3-4 marks for a more detailed answer that recalls a wider knowledge of the role of the EHO when inspecting food premises. There will be a minimum of 3 points with some explanation.

Award 5 marks for a minimum of 4 points that recalls detailed knowledge covering the inspection of premises, staff hygiene and hygienic practices.

Award a maximum of 2 marks if answer only refers to one area.

Answers may include:

- Staff hygiene
- Storage temperatures of fridge and freezer
- Kitchen hygiene/cleaning schedules
- Check for infestation
- Check records (staff/training/cleaning)
- Offer advice

(b) Award 1 mark for each correct answer.

Answers may include:

- Take away samples for testing
- Can confiscate any foods judged to be unfit
- Can issue warnings/improvement notices
- Set time limits for improvements
- Can close an establishment down
- Issue fines
- Produce a report that may be used in court
- Give evidence in court
Q.5

(a) Criteria marked: examiners to refer to paper version of mark scheme

Award 0 marks for an unacceptable response.

Award 1-2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of how ICT can be used within a busy hotel.

Award 3-5 marks for a more detailed answer showing a good understanding of how ICT can be used in a busy hotel. There will be a minimum of 3 points with some evidence of discussion.

Award 6-7 marks shows detailed knowledge and understanding of how ICT can be used in a busy hotel. The answer will include a minimum of 5 points well explained.

Award a maximum of 2 marks for a simple list.

Answers may include:

- Advertising/website
- Data collection
- Staff/customer records
- Ordering food/equipment
- Research recipes
- E-mail – internal/external
- Bookings
- Surveys/feedback
- Hand held devices in restaurant
- Staff rotas
- Records of previous bookings
- Social media

(b) Award 1 mark for each correct form of communication. Award a second mark if correctly explained.

Answers may include:

- Written letters – requests for/confirmation of orders/bookings
- Face to face/Verbal (telephone) – bookings/complaints/information gathering
- Non-verbal/sign – to attract attention/gauge customer satisfaction
Q.6 (a) **Award 1 mark** for each correct answer.

Answers may include:
- Curry
- Wraps/tacos
- Chinese style – noodles
- Pasta
- Chilli
- Sandwiches/Subs

Accept any street-type food.

(b) **Criteria marked: examiners to refer to paper version of mark scheme**

**Award 0 marks** for an unacceptable response.

**Award 1-3 marks** for a basic answer that recalls some knowledge and demonstrates a basic understanding of how to avoid food poisoning.

**Award 4-6 marks** for a more detailed answer showing a good understanding of how to prepare, cook and serve food safely. Answer will include a minimum of 4 points covering at least 2 of the areas.

**Award 7-9 marks for a full answer.** Answer will show a minimum of 6 relevant points with more detailed discussion and cover all 3 areas.

Answers may include:

**Preparation:**
- Check date stamps/FIFO
- Raw meat stored on bottom shelf of fridge
- Raw and cooked foods prepared on different boards/different equipment
- Good personal hygiene of staff/no nail polish/clean uniform
- All equipment kept clean/surfaces kept clean
- Prevention of cross-contamination/colour coded equipment
- Keep raw and cooked food separate

**Cooking:**
- Core temperature of 75°C
- Use a clean spoon each time for tasting
- Be especially vigilant with high risk foods e.g. chicken, eggs/use of temperature probe/no pink juices
- If food ready in advance should be hot-held at 65°C or above
- Hygiene of staff

**Serving:**
- Hygiene of serving staff
- Clean serving equipment
- Food served at the correct temperature/hot food served at 65°C/cold food cold
- Clean plates etc.
- Appropriate/clean clothing.
(c) **Award 1 mark** for each correct answer. **[3]**

Answers may include:

- Cost of ingredients
- Labour
- Profit
- VAT
- Overheads - fuel, pitch cost
- Cost of materials/packaging

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

Answers may include:

- Paper bags
- Wax paper
- Polystyrene containers
- Foil dishes
- Plastic containers
- Cardboard trays
- Cardboard boxes

(e) **Criteria marked**: examiners to refer to paper version of mark scheme **[7]**

**Award 0 marks** for an unacceptable response.

**Award 1-2 marks** for a basic answer that recalls some knowledge and demonstrates a basic understanding of how to encourage people to be more environmentally friendly.

**Award 3-5 marks** for a more detailed answer showing a good understanding. There will be a minimum of 3 points with some evidence of discussion.

**Award 6-7 marks** for a detailed answer demonstrating good knowledge and understanding of how to encourage the festivalgoers to be more environmentally friendly. There will be a minimum of 4 points well explained.

**Award a maximum of two marks for a simple list.**

Answers may include:

- Use of bio-degradable packaging
- Separate bins for different material including food waste
- Clear signs
- Labelling on packaging
- Posters around the site to encourage visitors to recycle
- Charge a deposit on plastic glasses
- Sufficient number of bins throughout the site
- Plenty of staff collecting recyclable items
Q.7

Criteria marked: examiners to refer to paper version of mark scheme

**Award 0 marks** for an unacceptable response.

**Award 1-2 marks** for a basic answer that recalls some knowledge and demonstrates a basic understanding of how good teamwork can be recognised.

**Award 3-5 marks** for a more detailed answer showing a good understanding of how to recognise good teamwork. There will be a minimum of 3 points with some evidence of discussion.

**Award 6-7 marks** for a detailed answer demonstrating good knowledge and understanding of how to recognise good teamwork. There will be a minimum of 4 points well explained.

**Award a maximum of two marks for a simple list.**

Answers may include:

- Jobs completed quickly
- Jobs completed efficiently
- Everyone has an assigned task/knows what they are doing
- Happy atmosphere
- People help each other/share responsibility
- Workers talk to each other to keep informed
- Team members seem well motivated
- Evidence of high self-esteem
- Team expectations are clear
Q.8 (a) Criteria marked: examiners to refer to paper version of mark scheme

**Award 0 marks** for an unacceptable response.

**Award 1-2 marks** for a basic answer that recalls some knowledge and demonstrates a basic understanding of menu planning.

**Award 3-5 marks** for a more detailed answer showing a good understanding of factors affecting menu planning. There will be a minimum of 3 points with some evidence of discussion.

**Award 6-7 marks** for a detailed answer demonstrating good knowledge and understanding of menu planning. There will be a minimum of 4 points well explained.

**Award a maximum of two marks for a simple list.**

Answers may include:

- Cost/budget
- Children will have been active/excited – low sugar/high starch
- Special dietary needs – nuts, lactose
- Finger foods – robust
- Local seasonal foods
- Remember age of children
- Likely ethnicity spicy/plain food
- Theme of party – football/swimming
- Portion size
- Colour/taste/texture
- Choice of plates/cutlery to be used
- Facilities available
- Skills of chef
(b) Criteria marked: examiners to refer to paper version of mark scheme

**Award 0 marks** for an unacceptable response.

**Award 1-3 marks** for a basic answer that recalls some knowledge and demonstrates a basic understanding of risk assessment. The answer may be a simple list or 1 or 2 points briefly explained.

**Award 4-6 marks** for a more detailed answer showing a good understanding of possible risks and how they could be controlled. The answer will have a minimum of 4 points made with evidence of discussion. Response made should relate to at least 2 different areas of risk.

**Award 7-9 marks for a full answer** showing detailed knowledge and understanding of risk assessment. The answer will include a minimum of 6 points with more detailed discussion covering at least 3 areas of risk (fire/trips/spills/access).

Answers may include:

- Spills mopped up, correct signage used
- Sufficient adult supervision
- Good ventilation to avoid children overheating/being sick
- Separate area for food and drink consumption to avoid spills
- First aider on duty
- Clearly marked, unobstructed fire exits
- Wipe clean tables – no cloths to avoid trips
- Sufficient staff on duty
- Risk Assessment carried out prior to the event
- Discuss procedures with staff
- Paper/plastic plates and cups so no dangerous breakages
- Stable chairs and tables
- Wide enough walkways for disabled access