



EXAMINERS' REPORTS

**LEVEL 1 /2 LEVEL IN
HOSPITALITY AND CATERING**

JANUARY 2021

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LEVEL 1 AND 2 AWARD/CERTIFICATE IN HOSPITALITY AND CATERING

Level 1/2 Certificate

January 2021

UNIT 1 THE HOSPITALITY AND CATERING INDUSTRY

General Comments

This was a unique series held for the first time in January due to the current pandemic and exams being cancelled in the Summer of 2020. Due to government lockdowns across all nations since December centres had been teaching online. Most candidates attempted all questions and demonstrated understanding of the content of this unit.

Some candidates misread questions and some candidates would benefit from increased focus on the command words of the questions. It is recommended that candidates re-read and check their responses, time permitting.

The candidate's knowledge of the specification was generally good; the content areas addressed in the questions appeared to show good, all-round understanding. However, it was evident in places that candidates hadn't grasped key concepts.

Q.1 (a) Identify the correct job roles that Megan would undertake as a chambermaid. On the whole, this question was completed successfully by a majority of candidates. This demonstrated that candidates understood the job roles of a chambermaid and could identify the correct answers from the options available.

(b) Name three personal attributes she would need for this job position.

The level of response to this question from candidates has shown improvement from previous examinations. The majority of candidates understood the terminology used and what "personal attributes" encompassed. Most responses were from the indicative content in the Mark Scheme. Most answers on Megan's personal attributes were linked to: being a good team player, excellent communication skills, patient and being organised.

(c) True or false exam questioning has always been successful with engagement from candidates, with many receiving more than 2 marks for this section.

(d) Most candidates endeavoured to answer at least one of the Health and Safety training questions; although many candidates grappled with the identification of the H&S training name, most had a clear understanding of what the training entailed, which inevitably allowed candidates to achieve marks in the descriptive part of the question. It was pleasing to see that the majority of candidates comprehended Health and Safety training within the H&C industry, many describing H&S training associated with manual handling and COSHH.

Q.2 (a) Naming the services provided at a 5-star hotel and restaurant.

This question had a mixed response. Candidates who clearly understood the terminology used in the question gained full marks, although some candidates struggled with understanding of what “services” meant, with many responding to food service only. There were an array of excellent responses covering the whole span of the indicative content from the Mark Scheme.

(b) Rosette award is given to restaurants for the quality and technical skills of the food. Candidates did not respond well to this question, with many responses not linked to H&C and others linking the symbol to Michelin star award.

Q.3 (a) Correctly identify the contracts for the employees.

This question was attempted by the majority of candidates and most gained full marks in this area.

(b) Describe why Stacey only works 3 hours on a Saturday.

Many candidates identified correctly that Stacey was in full-time education and, therefore, would not have time to work additional hours, with some candidate’s responses covering the law and age restriction concerning hours allowed. The answers in the MS covered; busy, age and law.

Q.4 (a) Explain what type of service would best suit RB catering floor.

Many candidates suggested “fast food” service RB catering floor, stating that it is “quick and easy” for customers of the shopping centre. Most candidates could identify the best service for the catering floor. Again, a few candidates were confused with the H&C terminology, with some identifying establishments rather than the service offered.

(b) Describe how RB front of house can become more environmentally friendly.

With the recent increase in media coverage within the catering industry showing progressive movement to becoming more sustainable and producing less waste, this environmental topic is also covered in Unit 2. It was surprising to see that this question wasn’t responded to as well as anticipated. Many candidates responded with “using paper straws instead of plastic”. This was the limit to many, with few expanding and making other suggestions of how RB could become more environmentally friendly.

(c) Explain why Royal Blue needs to become more environmentally friendly.

Some candidates clearly understood the question with some very impactful and detailed responses linked to the “why” RB needed to become more environmentally friendly. Many candidates demonstrated an understanding of the impact that waste and pollution has had on the world and why it was important for change.

- (d)** Explain how Royal Blue can use technology to increase profits.

Most candidates attempted this question, with a variety of good responses. This assessment criterion has had continuous success from candidates' responses, with many different types of uses technology can have in the H&C industry. Answers have evolved to not only mention social media but covering POS, software for ordering/payment, development of apps, designing and advertisement in and around the shopping centre.

- (e)** Describe the uniform that you would expect the front of house to wear.

Most candidates named the clothing items of a uniform rather than described the uniform. Unfortunately, this response of naming rather than describing is repeated from previous years. Candidates would benefit from revising the command words from examination questions. The answers that examiners were looking for were that a uniform would be easily identifiable for customers, a corporate colour, name tag, logo and that the uniform was clean, ironed and smart in appearance.

- Q.5** Identify the specialist catering equipment below.

All the images in this question were of large-scale industrial equipment. The majority of candidates attempted this question, with varied success. Many identified the "deep fat fry and walk-in fridge/freezer. Few candidates correctly identified the industrial oven and large-scale mixer.

- Q.6 (a)** Explain how the airline can meet the following catering needs of the customers.

Special dietary needs.

Some candidates missed the main impetus of this question, which was how the "airline" could meet the needs of the customer. A few responses were placing the responsibilities on the customer rather than the airline. Most candidates who did attempt the question could provide a basic outline to SDN. It was pleasing to see that many of the answers covered the inductive content from the Mark Scheme, with many stating labelling, request forms before departure, recognising SDN of different religious beliefs as well as medical.

Allergies.

The responses for allergies were not as detailed as the SDN question. Many candidates stated "nuts" in their answer but could not expand on this further. Responses for this question could have included : other allergies, offering different menus, customer allergy form before departure, labelling of food and stop foods containing nuts being opened or served on the plane.

- (b)** Name 3 different types of bacteria that cause food poisoning.

As in previous years, this question was answered well, with candidates demonstrating understanding of food bacteria. The majority of candidates gain 1 or more marks in this question.

- (c) Describe control measures the cabin crew would need to undertake when handling the food.

This question was responded to quite well by candidates. Many linked that handling food on a plane is similar to a catering establishment. Listing hygiene responses as well as keeping gallery clean, separating raw and cooked foods, hot holding and temperature monitoring.

- (d) Describe the possible risks to the safety of customers when being served food during the flight.

Once again, this question was generally answered well by most candidates. Many had stated answers linked to providing people with allergies, wrong dishes, spilling hot food and drink during turbulent flight, cross-contamination and poor food storage.

Q.7 Describe the evidence an Environmental Health Officer will want to see in the following areas.

- (a) Preparation of food.

The majority of candidates could give a basic outline of the evidence an EHO would want to see in the preparation of food. Storage, temperature, hygiene and cleanliness of establishment were some of the main responses, with some candidates describing with justification to their answers. As in previous years, some candidates only focused on the hygiene part of what an EHO would look for in the establishment and this was repeated several times in a given answer. A suggestion for future reference is that candidates take the time to learn about all the different areas that an EHO would investigate within a food establishment and divide these into separate sections to cover the main aspects of a review/visits. This will aid candidates' responses to be varied and not repetitive.

- (b) Cooking the food.

The response to cooking the food was not as detailed as the preparation question. Many candidates stated that he/she would like to see the chef "check temperatures" of food being cooked. However, many failed to mention the use of a food probe or core temperature of the food. Hot holding was stated by some but again, was not supported by temperature or timing.

Q.8 Fill in the HACCP on storage of food.

In previous years, this examination question has been responded to with some trouble from candidates. However, it has been pleasing to see that this year, candidates clearly understood HACCP form, hazards and control measures required for storage. A variety of responses from candidates were evident in the indicative content from the MS. Candidates that responded to this question received 3 or more marks.

- Q.9 (a)** Review the newspaper article and suggest three different types of accommodation suitable for Zero Fear customers.

A high percentage of candidates received 2 or more marks for this question. Candidates who failed to gain a grade from this question had confused the terminology “accommodation” for “catering”, with many giving lists of suitable food establishments for the park rather than somewhere for the customers to stay overnight. Once again, candidates need to spend time learning the correct terminology used in Hospitality and Catering and also familiarizing themselves with command words used in the examination unit.

- (c)** Review suggestions for the types of accommodation and justify which one is most suitable to meet the needs of the customers and owners of Zero Fear.

Those candidates that responded well to question 8a also did well in justifying the most suitable accommodation for Zero fear. These candidates demonstrated that they understood the expectation required to meet the criteria and Mark Scheme for this question. There were some excellent responses, clearly justified reasoning for choice and taking into account the customer and the owner’s needs. Answers were well structured, communicated in a logical structure, with candidates using appropriate tone and style.

Recommendations for centres.

Encourage candidates to expand on an answer.

The use of PEE (Point, evidence and explain) is useful in preparing candidates to expand on their answers, rather than listing or bullet pointing, which does not allow access to the high band of marks.

Command words.

Learning and understanding of command words used in exam questioning. This will enable candidates to comprehend what the question entails and what response is required within an answer.

Terminology.

Candidates should have a clear understanding of the terminology frequently used in the H&C exam paper. This will inevitably assist them to understand what is being asked in the question. These can be located in the specification and on the WJEC secure website.



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