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# **LEVEL 1 & 2 MARKING SCHEME**

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**SUMMER 2019**

**LEVEL 1 & LEVEL 2  
HOSPITALITY AND CATERING - UNIT 1  
5569UB0-1**

## **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.

Question	Answers	Marks						
1. (a) LO1 AC1.1	<p><b>Drag and drop</b> the correct hospitality and catering establishments into the right Column, Commercial or Non-commercial.</p> <p>Award 1 mark for each provision placed in the correct column commercial or non-commercial.</p> <table border="1" data-bbox="352 392 1098 542"> <thead> <tr> <th data-bbox="352 392 724 436">Commercial provision</th> <th data-bbox="724 392 1098 436">Non-commercial provision</th> </tr> </thead> <tbody> <tr> <td data-bbox="352 436 724 488">Pizza Hut A</td> <td data-bbox="724 436 1098 488">RAF (armed Forces) B</td> </tr> <tr> <td data-bbox="352 488 724 542">B+B bed and breakfast C</td> <td data-bbox="724 488 1098 542">HM Prison D</td> </tr> </tbody> </table>	Commercial provision	Non-commercial provision	Pizza Hut A	RAF (armed Forces) B	B+B bed and breakfast C	HM Prison D	4
Commercial provision	Non-commercial provision							
Pizza Hut A	RAF (armed Forces) B							
B+B bed and breakfast C	HM Prison D							
1. (b) LO1 AC2.2	<p><b>Drag and drop</b> the job roles into the correct order.</p> <p>Award 1 mark for each job role in the correct order E, A, B, F, D, C.</p> <div data-bbox="347 763 1278 1397"> <pre> graph TD     A[Executive Chef Head] --&gt; B[Sous Chef]     B --&gt; C[Chef de partie]     C --&gt; A     D[Commis c] --&gt; E[Apprentice]     E --&gt; F[Plongeur (Dishwasher)]           </pre> </div>	6						

Question	Answers	Marks
<p>1. (c) LO1 AC1.2</p>	<p>Give 2 examples of the job role of the Executive chef.</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award one mark for correct example of the job role of the executive chef.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Responsible for making sure the kitchen is adequately staffed</li> <li>• Employees receive the necessary training</li> <li>• The Executive Chef assigns duties to his or her staff</li> <li>• Ordering supplies</li> <li>• Meal creations/menus/producing menus and new dishes</li> <li>• Accounting. Maintaining or raising the profit margins on food/Costing's of dishes</li> <li>• Staffing: hiring and firing of staff Planning</li> <li>• Making sure food is of the right quality and price and is produced on time</li> <li>• Managing stocks of food/meeting suppliers</li> <li>• Managing health and hygiene procedures</li> <li>• Organising the staff duty rota</li> <li>• Overall responsibility for daily operations in the kitchen</li> <li>• Deals with customer complaints</li> <li>• Attending meetings</li> </ul>	<p>2</p>
<p>1 (d) LO1 AC1.2</p>	<p>Identify 2 qualifications an Executive Chef may have working in a professional kitchen.</p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award one mark for correct example of qualifications an Executive chef would have.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Diploma</li> <li>• NVQ</li> <li>• Bachelor's degree/catering management or similar</li> <li>• City &amp; Guilds diplomas in professional cookery</li> <li>• BTEC HND in professional cookery</li> <li>• A foundation degree in culinary arts</li> <li>• Health and safety and food hygiene certificates/food hygiene</li> <li>• Any relevant food GCSE</li> <li>• Level 1/2 hospitality and catering</li> <li>• Any relevant Level 3 food qualification</li> <li>• Apprentice</li> <li>• First Aid</li> </ul>	<p>2</p>

Question	Answers	Marks
2. (a) (i) LO1 AC1.3	<p>What type of contract should Robert offer the majority of his employees?</p> <p>Award <b>1 mark</b> for the answer (Seasonal contract).</p>	1
2. (a) (ii) LO1 AC1.3	<p>Describe the advantages to Robert by offering this type of contract?</p> <p>Award <b>1 mark</b> for each correct response.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Cost effective or cheaper for Robert/Robert would save on money offering this contract</li> <li>• Robert could extend the contract if the person is a good employee</li> <li>• Time and money savings – If you are hiring someone as a temporary or seasonal employee, you do not need to worry about paid time off and other extras</li> <li>• Flexibility on hours of temp staff</li> <li>• If seasonal employee doesn't work well then Robert wouldn't have to extend or offer them seasonal job again</li> <li>• Often filled by students so only have to offer min wage</li> <li>• No sick pay/holiday pay/holiday entitlement</li> </ul>	2

Question	Answers	Marks
<p>3. (a) LO1 AC1.4</p>	<p>Explain how the media can affect the hospitality and catering establishments in a positive and negative way.</p> <p>Award up to 8 marks.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p><b>Level 1 pass</b> Award 1-2 marks. Response is limited in detail, mainly listed. May only mention negative comments. (or only positive comments)</p> <p><b>Level 2 pass</b> Award 3-4 marks Outlining in general (basic) how media can affect the H&amp;C industry in positive and negative way.</p> <p><b>Level Merit</b> Award 5-6 marks. <b>Explanation</b> of reviewing how the media can affect the H&amp;C industry in a positive and negative way. Statements are included which are relevant, with, reasoning to the affects (positive/negative) of the media on H&amp;C industry. (Must mention both positive and negative comments)</p> <p><b>Level Distinction</b> Award 7-8 <b>In-depth</b> explanation of the positive affect the media can have on the H&amp;C industry. Evidence contains detailed reasoned statements, which are relevant to the effects that the media could have on the H&amp;C industry in a negative and positive way.</p> <p><b>Sample 1 (1 marks)</b> Facebook, Instagram and snap chat can all have an impact on establishments and if people want to go there.</p> <p><b>Sample 2 (3 marks)</b> Facebook, Instagram and snap chat can all have positive impact on H&amp;C industry through advertising and people writing reviews. "Social" media can have a negative effect on the H&amp;C industry, as people are free to write negative comments. The internet is now an open platform for negative comments and feedback from customers.</p> <p><b>Sample 3 (5 marks)</b> The media can have a positive effect on the hospitality and catering industry as the industry can use social media to promote their businesses reaching a different customer group. "Social" media can have a negative effect on the H&amp;C industry, as people are free to write negative comments. The internet is now an open platform for negative comments and feedback from customers. There are a number of digital media sites that customers can rate their stay or meal. For example, trip advisor. This web platform is the first-place people go to in order to research the hotel or restaurant.</p>	<p>8</p>

Question	Answers	Marks
	<p><b>Sample 4 (8 marks)</b></p> <p>The media can have a positive effect on the hospitality and catering industry as the industry can use social media to promote their businesses reaching a different customer group. The media can be used to promote the H&amp;C industry by offering discounts and free meals if liked and shared on social media. This would mean more people would see the advert plus it has limited cost on the company because the media is free.</p> <p>“Social” media can have a negative effect on the H&amp;C industry, as people are free to write negative comments. The internet is now an open platform for negative comments and feedback from customers. This web platform is the first-place people go to in order to research the hotel or restaurant. Customers can place images on these web platforms of what the room or meal actually looks like. A number of comments on H&amp;C industry are often negative as people are often first to complain but not compliment. Newspaper articles from food critics can make or break some top restaurants. Coverage of incidents that happen at resorts such as “Turkey” and the terrorist attack in France have had a negative impact on tourist numbers.</p> <p>Answers could include:</p> <p>The media can have a positive effect on the hospitality and catering industry as the industry can use “social” media to promote their businesses reaching a different customer group. The media can be used to promote the H&amp;C industry by offering discounts and free meals if liked and shared on social media. This would mean more people would see the advert plus it has limited cost on the company because the media is free. This is a digital tool and offers a wide scope of different styles of advertisement.</p> <p>Advertising in local newspaper or radio of a new opening can get customers interested in the H&amp;C industry. Some media cover celebrities and where they eat or stay. This has a positive impact on the H&amp;C industry, as more people are interested to go to that place of business and celebrity spotting. An example of this is The Ivy, in London. Another example is people viewing places on TV/magazines, people then wanting to visit these areas.</p>	

Question	Answers	Marks
4. (a) LO1 AC1.4	<p>A customer has complained about a meal that he has been given because the meal has been served cold and is of poor quality.</p> <p>Describe how the <b>waitress</b> would deal with the complaint.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p>Award one mark for each correct response mentioned or 2 points well described.</p> <ul style="list-style-type: none"> <li>• Acknowledge the customers complaint (listen)</li> <li>• Apologies to the customer</li> <li>• Try and resolve the problem</li> <li>• Speak to the chef in regards to the meal/replacement meal/meal back to the kitchen</li> <li>• Reassure the customer that you will have the issue resolved</li> <li>• Ask the customer how they would like their complaint resolved</li> <li>• Customer discount i.e. take the dish from the bill, voucher, free drinks or dessert</li> <li>• Speak with manager, who may deal with complaint directly</li> <li>• Log complaint</li> </ul>	4

Question	Answers	Marks
<p>4. (b) LO2 AC2.1</p>	<p>Jane works as a head chef at the Restaurant. Jane has slipped and fallen on an oil spillage and broken her wrist.</p> <p><u>Complete the accident form.</u></p> <p>Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.</p> <p><b>Award 1</b> mark for the description of the accident</p> <p>This could cover: Jane has slipped and has broken her wrist/injury. Jane has fallen and has broken her wrist/injury.</p> <p><b>The answer must include what Jane slipped or had fallen on and the damage that has happen to Jane.</b></p> <p><u>What was the hazard?</u></p> <p><b>Award 1</b> mark for correct answer for hazard.</p> <p>Spillage/wet surface/slippery surface/liquid on floor.</p> <p><u>How could this accident be prevented?</u></p> <p><b>Award 1</b> marks for the correct answer for <b>preventing</b> the accident. Total 2 marks</p> <ul style="list-style-type: none"> <li>• Clear up spillage straight away Placing wet floor signs near the spill</li> <li>• Apply salt, sand, corn starch to soak up oil</li> <li>• Posters on safety in the kitchen</li> <li>• Correct H&amp;S training to all staff</li> <li>• In the Risk assessment document for the kitchen</li> <li>• Kitchen rules that apply to all staff</li> <li>• Making staff vigilant of the work area</li> <li>• Storage of liquids correctly</li> </ul> <p><u>Further action: (the same answer from previous question must NOT be double marked)</u></p> <p><b>Award 1</b> marks for each correct further action <b>or 3</b> marks for 2 action well explained.</p> <ul style="list-style-type: none"> <li>• Training for all staff on safety or retrain staff on H&amp;S</li> <li>• Investigating the accident</li> <li>• Storage of liquids correctly</li> <li>• Foot wear maybe mentioned. Effective anti-resistant footwear for all staff that work in the kitchen</li> <li>• Risk assessment</li> <li>• Sent to hospital</li> <li>• First Aid that's been given logged</li> <li>• Set up correct cleaning rota for the kitchen</li> <li>• Place up a sign could be mentioned here</li> </ul>	<p>7</p>

Question	Answers	Marks
4. (c) LO2 AC2.1 Lo3 AC3.1	<p>Describe why it is important to complete an accident form?</p> <p>Up to 4 marks available for description on why completing an accident form is important.</p> <p>Award 1-2 mark for basic answer. Award 3-4 marks for clear description of why an accident form should be completed.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p><b>Sample answers 1-2 marks</b>            Filling in an accident form is important to prevent the incident from happening again. As it flags up the incident and management or chef can make sure it doesn't happen again.</p> <p><b>Sample answers 3-4 marks</b>            Completing an accident form is important to prevent the incident from occurring again. It should be reviewed and used to manage any health and safety risk. It is law to complete an accident form for accidents in the work place.</p> <p><b>RIDDOR</b> is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.            Health and Safety (HASAWA) 1974            Evidence for legal action (suing)</p>	4

Question	Answers	Marks
5. (a) LO2 AC2.3	<p>Describe how the lodge country hotel can <b>meet the needs</b> of Julie and leuan and their guests in the following areas:</p> <p>Up to <b>3 marks</b> available for how the hotel can meet the clients and their guest needs in regards to <b>Equipment and décor</b>.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Offering a DJ for the night</li> <li>• Audio and visual equipment offered</li> <li>• Table linen colour matches the wedding theme</li> <li>• Cake stand</li> <li>• Laying out decorations such as centre pieces</li> <li>• Wedding planner are often offered</li> <li>• Lighting for disco</li> <li>• Area for the evening party/dance floor</li> <li>• Decorating the venue/flowers/balloons/bunting</li> <li>• Placing name cards/favours</li> <li>• Seating plan</li> <li>• Layout of top table/style of tables e.g. round</li> </ul> <p>Cutlery not accepted</p> <p>Up to <b>3 marks</b> available for how the hotel can meet the clients and their guest needs in regards to <b>Accommodation</b>.</p> <p>No marks for size of venue</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Offering discount to guests</li> <li>• Offering bridal couple free room</li> <li>• Offering bridal suite for wedding couple</li> <li>• Types of room/prices</li> <li>• Offering cot for babies/toddlers</li> <li>• Car parking for guests</li> <li>• Wi-fi/TV</li> <li>• En-suite facilities</li> <li>• Disability access</li> <li>• Breakfast included</li> </ul>	6

Question	Answers	Marks						
5. (b) LO3 AC3.2 LO4 AC4.4	<p><u>Complete</u> the HACCP document below.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p>Award up to <b>1 mark</b> for each part of the analysis of HACCP document filled in correctly.</p> <p>Award up to <b>2 marks</b> for the control points.</p> <p>In order to award 2 marks the controlled points need to be detailed and or include <b>correct</b> temperatures.</p> <p>(the same answer from each section must <b>NOT</b> be double marked)</p> <p>Without explanation/an example only accept <b>cross contamination</b> once.</p> <p>Without explanation/an example only accept <b>personal hygiene</b> once.</p> <p><b>Indicative content</b></p> <table border="1" data-bbox="352 857 1235 1111"> <thead> <tr> <th data-bbox="352 857 647 902">Hazard</th> <th data-bbox="647 857 943 902">Analysis</th> <th data-bbox="943 857 1235 902">Control point</th> </tr> </thead> <tbody> <tr> <td data-bbox="352 902 647 1111"><b>Receipt of food.</b></td> <td data-bbox="647 902 943 1111">Food maybe damaged in transport.</td> <td data-bbox="943 902 1235 1111">Check quality points on delivery. Check the temperature of high risk foods that should be between <b>0°C-5°C.</b></td> </tr> </tbody> </table>	Hazard	Analysis	Control point	<b>Receipt of food.</b>	Food maybe damaged in transport.	Check quality points on delivery. Check the temperature of high risk foods that should be between <b>0°C-5°C.</b>	9
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Question	Answers		Marks
	<p><b>Storage (Dried/chilled/frozen)</b></p>	<p>Food poisoning.</p> <p>Cross contamination.</p> <p>Out of date foods.</p> <p>Contamination physical/chemical contamination.</p> <p>Growth in food poisoning for ready to eat food.</p> <p>May mention a common type of food poisoning.</p> <p>Unsealed/opened packaging/pests.</p> <p>Stored incorrectly/incorrect temperature.</p>	<p>Keep high-risk foods on correct shelf in fridge.</p> <p>Store in separate fridge/freezer.</p> <p>Check the temperature of fridge is between 0°C-5°C.</p> <p>Measure core temp or surface temp of food in fridge.</p> <p>Check temperature of freezer -18°C to -22°C.</p> <p>Make sure high-risk foods are wrapped and correctly stored in appropriate packaging.</p> <p>Good food hygiene practice.</p> <p>Wash hands preventing cross contamination.</p> <p>Rotation of foods, new to the back.</p> <p>Check dates of food regularly.</p> <p>Check sell-by dates.</p> <p>Make sure older food is used first before new stock.</p> <p>Make sure that dried food is correctly stored and covered at all times.</p> <p>Make sure frozen food is delivered frozen.</p> <p>Check regularly how food is stored to make sure its correct.</p> <p>Log temperatures.</p>

Question	Answers			Marks
			<p>Dry foods such as flour and rice should be stored in rooms which are clean, dry and well ventilated.</p> <p>Food should be kept off the floor and placed in covered food grade containers. When transferring food from its original packaging into containers, you should retain the ingredients list to ensure awareness of ingredients, which may cause an allergy.</p> <p>The date code should also be marked on the container.</p>	

Question	Answers		Marks	
	<p><b>Cooking foods (candidates may discuss preparation)</b></p>	<p>Growth of food poisoning in food preparing for cooking.</p> <p>Cross contamination of ready to eat and high risk foods.</p> <p>High risk food may not be cooked properly.</p> <p>Contamination physical/chemical contamination (hair, cuts, blood, bleach etc.)</p> <p>Preparation.</p>	<p>Time food is spent outside fridge should be as short as possible.</p> <p>Only take out the amount required for cooking.</p> <p>Colour coded food equipment, boards/knives.</p> <p>Make sure equipment and area are used only for ready to eat and separate to raw preparation.</p> <p>Make sure equipment and surface area is cleaned properly for different usage.</p> <p>Personal hygiene. Washing hands.</p> <p>Use a food probe to check core temp of meat being cooked <b>75°C</b>.</p> <p>Make sure chefs are not wearing jewellery or false nails.</p> <p>Make sure all serving staff are hygienic (wash hands, apron).</p>	

Question	Answers		Marks	
	<p><b>Serving</b></p>	<p>Cross contamination from servers.</p> <p>Growth of food poisoning on ready to eat foods.</p> <p>Hot food not being held at correct temperature.</p> <p>Foods being held too long.</p> <p>Growth of food poisoning.</p> <p>Physical contamination from servers.</p>	<p>Chilled foods being <b>served cold</b> should be kept under refrigeration at your specified temperature for example <b>5°C or below</b> prior to service.</p> <p>Make sure all serving staff are hygienic (wash hands, apron).</p> <p>Serve immediately or keep above <b>63°C no more than 2 hours.</b></p> <p>Make sure servers are not wearing jewellery or false nails.</p> <p>Blue plasters are used to cover cuts.</p> <p>If food is kept on display for more than 2 hours, food temp must be checked every 2 hours.</p> <p>Make sure staff serve with coloured code tongs or different spoons to handle food.</p> <p>Make sure food is protected or covered where necessary.</p> <p>If food is not being displayed below 8°C restrict display to less than 4 hours.</p> <p>Foods being <b>served hot</b> must be kept hot at above <b>63°C.</b></p> <p>Chilled food being <b>delivered cold</b> should be held at your specified temperature for example <b>5°C or below.</b></p> <p>Food being <b>delivered hot</b> should be held at above <b>63°C.</b></p>	

Question	Answers	Marks
5. (c) LO3 AC3.2 AC3.3	<p><u>Identify</u> the <b>2</b> risks and recommend the control measures for these risks.</p> <p>Award <b>1 mark</b> for correct risk and <b>2 marks</b> for correct control measure linked to <b>personal safety</b>.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p><b>This question is related to personal safety only.</b></p> <p><b>Risk:</b> Lead on floor which someone could trip over.  <b>Control measure:</b> remove the lead and feed around the room or tape down.</p> <p><b>Risk:</b> Bleach - The bleach could spill and burn skin.  <b>Control measure:</b> Locked away from food preparation area.</p>	6

Question	Answers	Marks
6 (a) LO4 AC4.1	<p>One of the hotel guests has told the waitress that he is lactose intolerant. Name <b>2</b> dishes this person cannot eat.</p> <p>Award <b>1 mark</b> for an example of food <b>dishes</b>.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Any dish with cheese as this is made from cows' milk</li> <li>• Mousse</li> <li>• Cheese cake</li> <li>• Quiche</li> <li>• Soup</li> <li>• Macaroni cheese</li> <li>• Most cakes</li> <li>• Ice creams</li> <li>• Scones</li> </ul>	2
6 (b) LO4 AC4.5	<p>Describe the visible and non-visible symptoms that this person would have if they ate food-containing lactose.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p>Award <b>1-2 mark</b> for answers referring to visible or non-visible</p> <p>Award <b>3-4 marks</b> for 2 or more examples making reference to visible and non-visible.</p> <p>The person would show symptoms of:</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Diarrhea V</li> <li>• Bloating stomach V</li> <li>• Stomach rumbling N</li> <li>• Vomiting V</li> <li>• Runny nose V</li> <li>• Wheezing V</li> <li>• Anaphylaxis shock V</li> <li>• Hives/rash V</li> <li>• Lips swelling V</li> <li>• Feeling sick N</li> <li>• Swollen throat N</li> <li>• Throat swelling N</li> <li>• Stomach cramps and pains N</li> <li>• Difficulty swallowing N</li> <li>• Flatulent (wind) N</li> <li>• Light headed/headache N</li> <li>• Sweaty V</li> <li>• Pale V</li> </ul>	4



Question	Answers	Marks
8. LO4 AC4.3	<p>State <b>3</b> food hygiene rules that must be followed during food preparation.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p><b>Award 1</b> mark for each correct hygiene rule to be followed in food preparation.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Colour coded chopping boards</li> <li>• Colour coded tongs</li> <li>• Different areas of preparation for raw and cooked meats</li> <li>• Using food probe to check temperatures</li> <li>• Correct storage of raw meat and cooked foods</li> <li>• Blue plaster to be used to cover cuts</li> <li>• Check dates of foods being used</li> <li>• Check smell/appearance of food being used</li> <li>• Personal hygiene</li> <li>• Wash fruit and vegetables</li> </ul>	3

Question	Answers	Marks
9. (a) LO5 AC5.1	<p>Recommend <b>three</b> types of hospitality and catering establishments that are suitable to meet the needs of the all people who live in Cupton.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p>Award 1 marks for each correct catering establishment that is recommended for each age range of people living in Cupton.</p> <p><i>Do not award mark for fast food outlet for trendy retired people.</i></p> <p>No marks for just hotel or restaurant will accept 5* star hotel etc.</p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>• Luxury hotel</li> <li>• B&amp;B/guest house</li> <li>• Boutique hotel</li> <li>• Pop up restaurant</li> <li>• Café</li> <li>• Fine dining restaurant</li> <li>• Public house</li> <li>• Wine bar</li> <li>• Private club/golf club</li> <li>• Night club</li> <li>• Spa hotel</li> <li>• Main stream catering restaurant</li> <li>• Play centre with café</li> <li>• Holiday camp</li> <li>• Chinese/Indian/Chip shop take away</li> </ul>	3
9. (b) LO5 AC5.2	<p>Review <u>your</u> <b>3</b> recommended suggestions and justify each hospitality and catering establishment for Cupton.</p> <p>Up to <b>3 marks</b> available for each justification of the most suitable hospitality and catering provision for Cupton.</p> <p>Award 0 marks. No response or quality of response not sufficient.</p> <p>Responses can be in relation to positive or/and negative factors for justification of choice.</p> <p><b>Level 2 Pass</b>            Award 1-3 marks.            Outlining in general proposed idea for H&amp;C setting with some basic justification for choice. Response has limited detail or mainly listed.</p> <p><b>Level 2 Merit</b>            Award 4-6 marks.            Justification of the choice of the H&amp;C provision for Cupton.            Options are communicated in logical structure and an attempted to use appropriate tone and style.</p>	9

Question	Answers	Marks
	<p><b>Level 2 Distinction</b> Award 7-9 marks Clear and detailed justification for the reasons of choice of catering facility provision for Cupton. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Some reference to the scenario. Selection and rejection would be evident and reasoning as to why. The main structure for the reason would be based on the information provide by the “blog” about Cupton its residents and life style.</p> <p><i>Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are a guide only of the justification the marks that can be awarded.)</i></p> <p><b>Sample 1 (3 marks)</b> Retired people I have chosen a café they can meet for <b>coffee and chat</b>. (1) Married couple with kids a <b>play area with a restaurant</b> attached as kids can play and eat. (1) For single people a <b>nightclub because they are young</b>. (1)</p> <p><b>Sample 2</b> I have chosen a café as its <b>less formal than a restaurant</b> and somewhere the retired residents of Cupton can arrange to meet up or pop into <b>without having to book</b>, a place that they can <b>stay and chat with no time limit</b>. (3 marks)  Fast food outlet for married couple with young children would be a good establishment as it <b>is fast and cheap</b>. (2 marks)  For the single young people of Cupton I thought a nightclub would be the best suggestion for an establishment. It means they have somewhere to <b>socialise and gather with people of their own age and somewhere they can go in the night</b>. (2 marks)</p> <p><b>Sample 3</b> (3 marks) For the young people of Cupton I have suggested a night club, this is because <b>there isn't anywhere available for them to go and hang out</b>. This will be place they can go to, <b>drink, dance and</b> socialise with all their friends. Somewhere in the <b>evening that appeals</b> to the young people. (3 marks)  I have chosen a café as its less formal than a restaurant and somewhere the retired residents of Cupton <b>can arrange to meet up or pop into without having to book</b>. It's somewhere they can socialise and chat without <b>time restrictions</b>. There are <b>already fast-food outlets</b> however according to the report these are not popular in this area. (3 marks)  For the parents with young children the best idea, would be a café with a <b>play area attached</b>. This means there would be a <b>safe and secure environment for the children to play</b> whilst their parents have a coffee, cake and catch up with social groups or use <b>the free wifi to</b> look at social media. (3 marks)</p>	

Question No.	LO1				LO2			LO3			LO4					LO5		Total
	AC1.1	AC1.2	AC1.3	AC1.4	AC2.1	AC2.2	AC2.3	AC3.1	AC3.2	AC3.3	AC4.1	AC4.2	AC4.3	AC4.4	AC4.5	AC5.1	AC5.2	
1a	4																	4
1b						6												6
1c		2																2
1d		2																2
2ai			1															1
2aii			2															2
3a				8														8
4a				4														4
4b					7													7
4c					2			2										4
5a							6											6
5b									8					1				9
5c									3	3								6
6a											2							2
6b															4			4
7a												8						8
8a													3					3
9a																3		3
9b																	9	9
	4	4	3	12	9	6	6	2	11	3	2	8	3	1	4	3	9	90
<b>Total</b>	<b>23</b>				<b>21</b>			<b>16</b>			<b>18</b>					<b>12</b>		<b>90</b>
	<b>%</b>				<b>%</b>			<b>%</b>			<b>%</b>					<b>%</b>		