

Surname	Centre Number	Candidate Number
Other Names		4



LEVEL 1/LEVEL 2 AWARD

5569UB0-1



TUESDAY, 18 JUNE 2019 – MORNING

HOSPITALITY AND CATERING (SPEC A) Unit 1: The Hospitality and Catering Industry

Paper version of on-screen assessment

1 hour 30 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	14	
2.	3	
3.	8	
4.	15	
5.	21	
6.	6	
7.	8	
8.	3	
9.	12	
Total	90	

INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided.

If you run out of space, use the continuation page at the back of the booklet, taking care to number the question(s) correctly.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets at the end of each question or part-question.

The total mark is 90.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

Answer **all** questions.

1. Hospitality and catering provisions can be commercial and non-commercial.

(a) Classify the hospitality and catering establishments into commercial or non-commercial.

Place the correct letter into the correct box below.

[4]

A

B

C

D

Pizza Hut

RAF
(Armed forces)

B+B
(Bed and
Breakfast)

HM
Prison

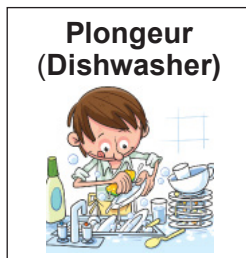
Commercial provision	Non-commercial provision
<p>.....</p>	<p>.....</p>
<p>.....</p>	<p>.....</p>

Below are images of the Kitchen Brigade at the Sheridan Restaurant.

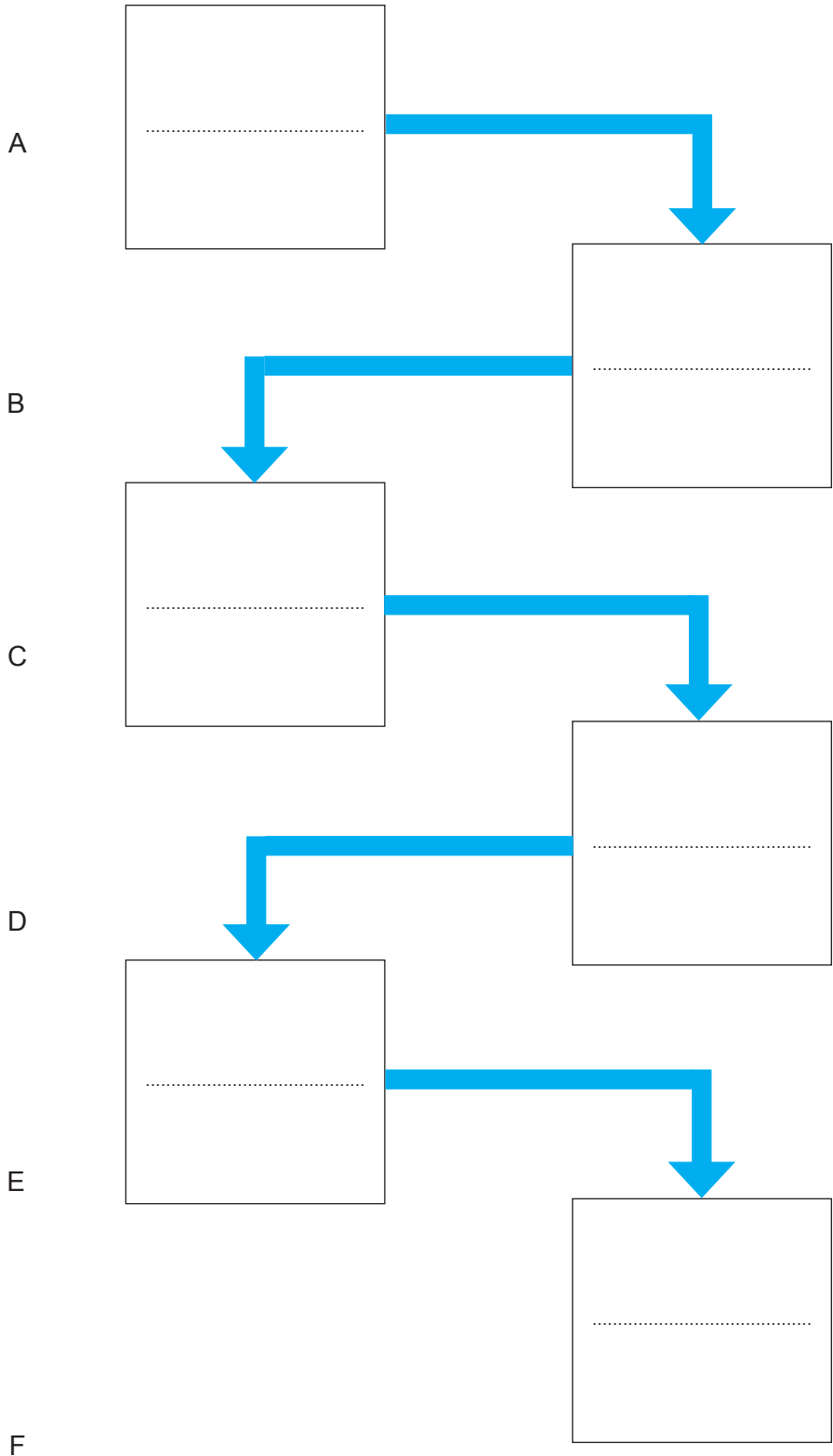
(b) Place the job roles into the correct order.

[6]

Place the letter into the box to create the correct order.



Sheridan Kitchen Brigade



(c) Give **two** examples of the job role of the Executive Chef. [2]

1.

.....

2.

.....

(d) Identify **two** qualifications an Executive Chef may have working in a professional kitchen. [2]

1.

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2.

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2. Robert owns The Smiths Hotel in Brighton.

The hotel is always fully booked during the summertime; however, the hotel is very quiet in the winter months.

(a) Identify the type of contract Robert should offer the majority of his employees. **Tick (✓) the correct box.** [1]

Seasonal contract

Full-time contract

Part-time contract

(b) Describe the advantages to Robert by offering this type of contract. [2]

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- 3. There are a number of factors affecting the success of hospitality and catering establishments. One of these factors is the media.

Explain how the media can affect the hospitality and catering establishments in a positive and negative way. [8]

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4. You are a waitress at Blooms Restaurant.

A customer has complained about a meal that he has been given because the meal has been served cold and is of poor quality.

(a) Describe how the waitress would deal with the complaint. [4]

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(b) Jane works as a Head Chef at the restaurant. Jane has slipped and fallen on an oil spillage and broken her wrist. Complete the accident form below.

Accident form	
Name of person in accident: Jane	
Description of accident:	[1]
.....	
What was the hazard?	[1]
.....	
How could this accident have been prevented?	[2]
.....	
.....	
Further action:	[3]
.....	
.....	
.....	
.....	

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(c) Describe why it is important to complete an accident form. [4]

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5. Julie and leuan have booked their wedding day at the Lodge Country Hotel. They have paid for 100 guests to have a three-course meal during the day followed by an evening party.

(a) Describe how the Lodge Country Hotel can **meet the needs** of Julie and leuan and their guests in the following areas: [6]

(i) **Equipment and décor:**

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(ii) **Accommodation:**

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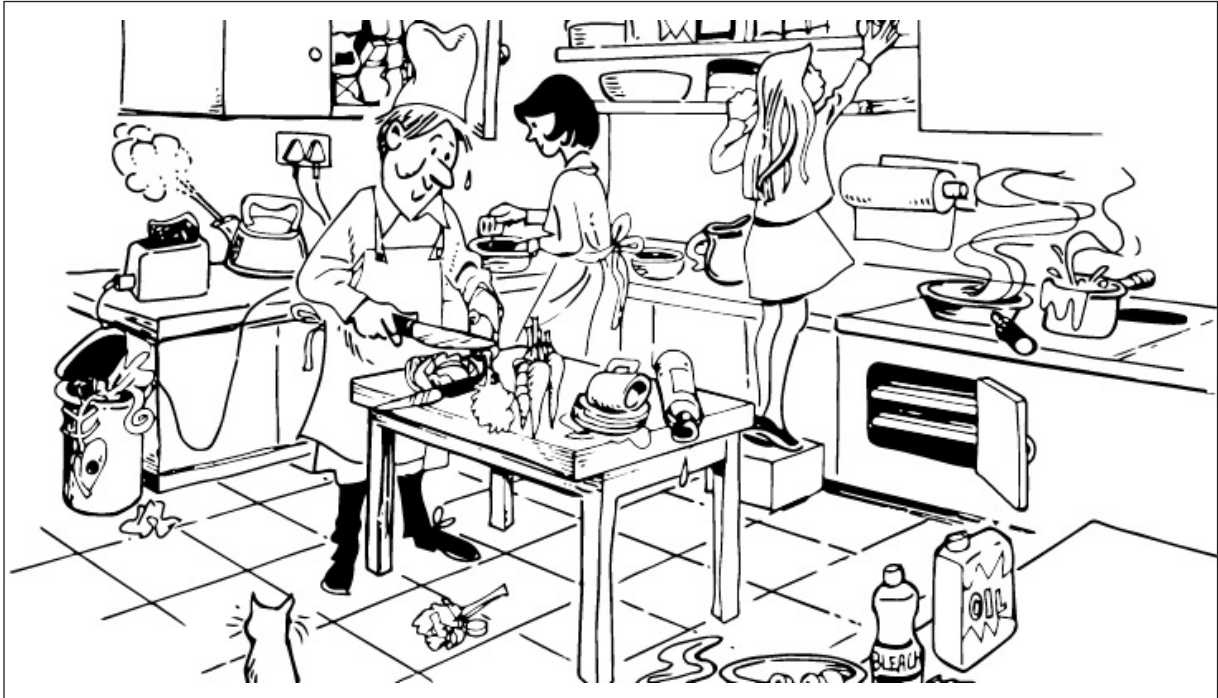
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The restaurant at the Lodge Country Hotel needs to update their HACCP (Hazard Analysis Critical Control Point) document before the wedding.

(b) Complete the HACCP document below. An example has been given. [9]

Hazard	Analysis	Control Point
<p>Receipt of food</p>	<p>Food may be damaged in transport.</p>	<p>Check quality points on delivery. Check the temperature of high-risk foods that should be between 0°C-5°C.</p>
<p>Storage (Dried/chilled/ frozen)</p>	<p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p>
<p>Cooking foods</p>	<p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p>
<p>Serving</p>	<p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p>

Below is an image of the back of house at the Lodge Country Hotel. There are a number of hazards to personal safety for the employees.



(c) Identify **two** risks and recommend the control measures for these risks.

[6]

	Risk	Control measure
(i)	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
(ii)	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

6. Many hotels have guests with special dietary needs.

(a) One of the hotel guests has told the waitress that he is lactose intolerant. Name **two** dishes this person cannot eat. [2]

Dish 1
Dish 2

(b) Describe the visible and non-visible symptoms that this person would have if they ate food containing lactose. [4]

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- 7. You work for Towers London Borough Council and have been asked to place an advert for an Environmental Health Officer (EHO).

Complete the missing information in the advert for the role and responsibilities of the Environmental Health Officer (EHO).

Environmental Health Officer required
Towers London Borough

Pay: £36500-£39500

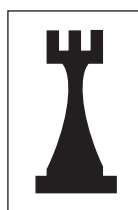
Working pattern: Full-time, permanent

Hours: 9.00 am – 5.00 pm

DBS check: Yes

Role: [2]

Responsibilities: [6]



8. Within food safety legislation there are a number of important guidelines.

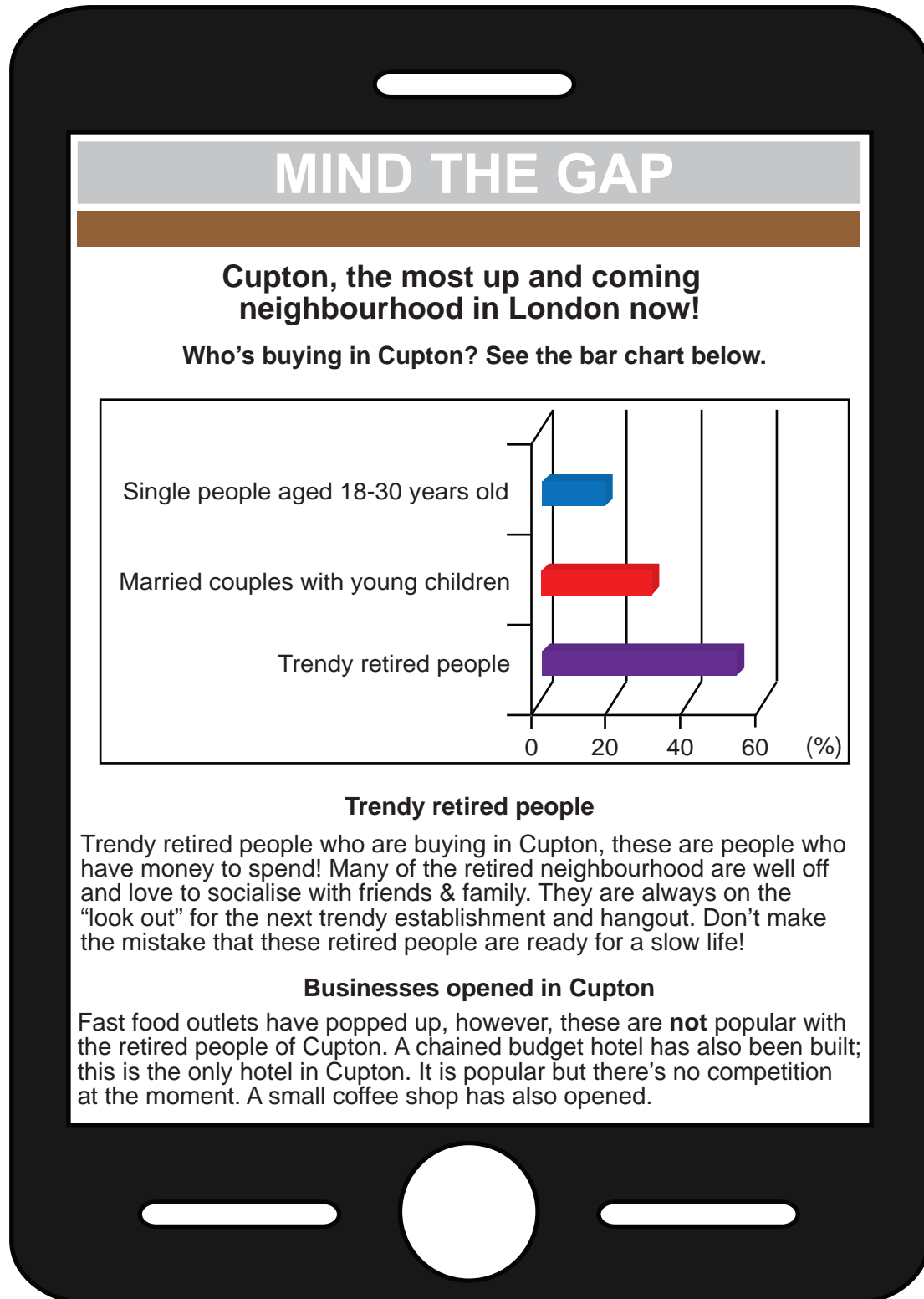
State **three** food hygiene rules that must be followed during food preparation.

[3]

1.
2.
3.

9. Over the past few years Cupton, a borough in London, has seen an increase in house prices and a number of new businesses have opened.

A recent national news blogger revealed Cupton as “Currently the most up and coming neighbourhood in London”.



Using the supporting information from the news blog:

- (a) Recommend **three** types of hospitality and catering establishments that are suitable to meet the needs of all the people who live in Cupton. [3]

The people living in Cupton	Recommended hospitality and catering establishments
<ul style="list-style-type: none"> Single people aged 18-30 years old 	<p>.....</p>
<ul style="list-style-type: none"> Married couples with young children 	<p>.....</p>
<ul style="list-style-type: none"> Trendy retired people 	<p>.....</p>

- (b) Review your **three** recommended suggestions in 9(a) and justify each hospitality and catering establishment for Cupton. [9]

Review your suggestions	Justification for each establishment in Cupton
1.	<p>.....</p> <p>.....</p> <p>.....</p>
2.	<p>.....</p> <p>.....</p> <p>.....</p>
3.	<p>.....</p> <p>.....</p> <p>.....</p>

END OF PAPER

