

AC 2.1 Describe the operation of the kitchen

AC 2.2 Describe the operation of the front of house

- layout
- work flow
- operational activities e.g. what activities happen within the front and back of house
- equipment and materials required
- stock control
- documentation and administration
- staff allocations
- dress code
- safety and security

5. Record keeping is important in the Hospitality and Catering Industry.

(a) Give **three** examples of records kept in a hotel. [3]

(i)

(ii)

(iii)

(b) Name **two** ways in which data can be stored in a hotel. [2]

(i)

(ii)

(c) Explain the main purpose of the Data Protection Act. [3]

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6. Many businesses use a corporate identity.



Explain the benefits of using a corporate identity to the:

- (i) Employer;
- (ii) Employee;
- (iii) Customer.

(i) Employer;

[2]

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(ii) Employee;

[2]

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(iii) Customer.

[2]

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(Summer 2012 Hospitality)

6.

9. A group of 16 year olds are preparing a staff lunch in the training restaurant.

Identify possible risks when setting up the **room** for service and explain how the risks could be controlled. [10]

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6. Good communication and record-keeping are necessary to the smooth running of any hospitality establishment.

(a) Name three types of communication and give an example for each. [3]

Type of communication	Example

Summer 2014 Hospitality Paper

6.

(d) Discuss the importance of accurate record keeping in any hospitality establishment. [4]

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Summer 2014 Hospitality Paper

9. Bennetts, a local company, has booked to hold their 10th Anniversary dinner and dance at The Willows hotel. They have requested a three-course meal, followed by a disco.

(c) Discuss how the hotel can ensure the safety of their guests during the evening. [6]

Summer 2014 Hospitality Paper

6. 'First Impressions' are very important to guests when arriving at a holiday park.

(i) Describe how a holiday park can create a **good impression** for their guests. [5]

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Summer 2015 Hospitality Paper

1. Tick (✓) the box next to each statement to show if it is **True** or **False**. [3]

	True	False
(i) Casual staff can wear their own clothes to work.		

Summer 2016 Hospitality Paper

4. Most hospitality establishments provide their staff with a uniform. [4]

Give **two advantages** of having a staff uniform to:

Staff members

(i)

(ii)

The establishment

(i)

(ii)

Summer 2016 Hospitality

5.

(d) How would the wait staff respond to the following situations?

(ii) One of the waiters has cut his finger on a broken glass. [3]

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Summer 2016 Hospitality

(c) Safety of staff and guests is very important.

Assess how potential risks to staff and guests may be reduced when setting up the room for the retirement party. [6]

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Summer 2016 Hospitality

7.

(b) Discuss why a hotel receptionist needs to have a smart appearance. [3]

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Winter 2012 Hospitality

5. A travel company is holding a staff meeting at a conference centre.

(a) Name **two** pieces of **equipment** the conference manager may be asked to supply for the meeting. [2]

(i)

(ii)

Winter 2013 Hospitality

8. Communication and teamwork are important in all areas of the hospitality industry.

(a) Name **two** ways staff communicate in a restaurant. [2]

(i)

(ii)

(b) State **three** reasons why it is important for the wait staff to communicate with the chef throughout service. [3]

(i)

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(ii)

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(iii)

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(c) Discuss the importance of teamwork in a busy restaurant. [5]

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9. It is important to present a positive image to the customer.

(a) Suggest the ways in which this can be achieved by the

(i) staff

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(ii) establishment.

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7. Catering kitchens are potential breeding grounds for harmful bacteria.

(a) Give **two** pieces of information found on a kitchen cleaning schedule. [2]

(i)

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(ii)

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(b) What does 'FIFO' stand for? [1]

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(c) Explain the consequences of caterers failing to follow the 'FIFO' rule. [6]

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(d) Discuss why it is important to keep accurate and appropriate records in a catering kitchen. [8]

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3. Choose the correct name for the items of equipment shown below.

[3]

ice cream scoop, carving knife, serving spoons,
measuring spoons, ladle, cook's knife.

	(i)
	(ii)
	(iii)

(d) Discuss the use of a microwave oven in a catering kitchen.

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Summer 2012 Catering

9. James has been appointed assistant manager of a country hotel.

(c) James has been given responsibility for launching a new wedding service.

Evaluate the importance of effective communication and record keeping in his new role.

[8]

Summer 2012 Catering

4. Grilling is a popular method of cooking.

(c) State **three** safety rules to follow when grilling food. [3]

(i)

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(ii)

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(iii)

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Summer 2013 Catering



5. (a) Complete the chart below. [4]

(i)		Name of equipment
	
		Benefit to a caterer
	
(ii)		Name of equipment
	
		Benefit to a caterer
	

Summer 2013 Catering

5. (a) Complete the chart below.

[4]

<p>(i)</p> 	<p>Name of equipment.</p> <p>.....</p> <p>Example of use.</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>(ii)</p> 	<p>Name of equipment.</p> <p>.....</p> <p>Example of use.</p> <p>.....</p> <p>.....</p> <p>.....</p>

Summer 2014 Catering

7. ICT is important in the catering industry.

(a) Give two examples of how ICT could be used to promote a new establishment. [2]

(i)

(ii)

(b) Explain how ICT could be used in a catering kitchen. [6]

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Summer 2014 Catering

3. Match the name of the knife to the correct picture. [3]

- A** Filleting **B** Paring **C** Palette **D** Cook's **E** Bread

For example, if you think the answer to (i) is A write **A** in the box.



Summer 2015 Catering

7.

(c) Record keeping can affect the success of a catering business. Identify and discuss different methods of record keeping that can be used. [4]

Summer 2015 Catering

8.

(c) ICT is used extensively in all areas of the Catering Industry.

Evaluate the use of ICT within the catering industry. [8]

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Winter 2012 Catering

9.

The kitchen at the guest house needs to be updated and the new head chef is to be involved in the purchase of additional equipment.

(b) Identify **two** pieces of **large scale** equipment needed for the **preparation or cooking** of food and discuss why **each** would be useful. [8]

(i) Name of equipment

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Reasons for choice

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Reasons for choice

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1. Tick (✓) the box next to each statement to show if it is **true** or **false**.

	True	False
(i) Sandals should be worn in a kitchen.		

Winter 2014 Catering

9. A school kitchen is being refurbished.

(a) Name **two** pieces of **large catering equipment** that may be purchased for the new kitchen. [2]

(i)

(ii)

(b) Describe the care and maintenance of **one** of the pieces of equipment named in (a). [4]

(c) Large catering equipment is very expensive to buy. Discuss the factors to be considered when purchasing large equipment for a school canteen. [8]

Winter 2014 Catering