



GCSE MARKING SCHEME

HOSPITALITY AND CATERING

SUMMER 2013

INTRODUCTION

The marking schemes which follow were those used by WJEC for the Summer 2013 examination in GCSE HOSPITALITY AND CATERING. They were finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conferences were held shortly after the papers were 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 conferences was to ensure that the marking schemes were 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' conferences, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about these marking schemes.

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GCSE Hospitality and Catering

Mark Scheme - Summer 2013

UNIT 2 – CATERING, FOOD AND THE CUSTOMER

Q.1 Award **1 mark** for **each** correct answer. [3]

- (i) False
- (ii) False
- (iii) True

Q.2 Award **1 mark** for **each** correct answer. [3]

- (i) Croûtons
- (ii) Garnish
- (iii) Coulis

Q.3 Award **1 mark** for **each** correct answer. [4]

- Wash hands – before handling food, after going to the toilet, after coughing, sneezing, scratching, rubbing face
- Wear clean/correct/protective clothing – gloves apron, chef's whites, overalls
- Hair covered or tied back/hairnets
- Short nails/no nail varnish/acrylic nails/no/natural make-up
- No jewellery/remove piercings
- No perfumes
- No smoking
- Do not work with very sore throat, upset stomach etc.
- Body cleanliness/shower everyday
- Wear blue plasters

Accept any other sensible response.

Q.4 (a) Award **1 mark** for **each** correct answer. [2]

- Steak (accept just a steak or 2 named cuts of steak for 2 marks)
- Lamb chops
- Pork chops
- Bacon
- Gammon
- Sausages/burgers
- Chicken: breast strips, kebabs
- Duck breast
- Pork spare ribs
- Pork loin
- Veal escalope

Accept exotic meat cuts as long as named.

(b) Award **1 mark** for **each** correct answer. [2]

- To add flavour
- To tenderise the meat/improves texture
- Adds moisture/make its juicy
- Improves appearance/colour
- Can speed up the cooking process

(c) Award **1 mark** for **each** correct answer. [3]

- Always use oven cloths/gloves or grill handle to handle the grill pan
- Place food directly under the heat source
- Care needed when taking pan from under the grill – may have hot fat in the pan
- Use tongs/special tools to turn food
- Make sure grill is clean (not full of old fat)
- Wear long sleeves (PPE)

Q.5 Award **1 mark** for the name of **each** piece of equipment. [4]

Award **1 mark** for the benefit of **each** to the caterer.

(a) Deep fat fryer - (friture)

- Cooks food quickly
- A lot of food can be cooked at once
- It produces a style of cooking popular with customers
- Thermostatically controlled/fat kept at correct temperature
- Time controlled/produces consistent products

Hand/stick blender

- Quick and easy : way of blending soups/making purees/milkshakes
- Versatile – soups/purees/shakes
- Can be purchased in differing sizes depending on the volume of food to be processed
- Ease of cleaning
- Ease of storage
- Chops herbs/nuts/sugar: finely
- Portable

Don't accept quick unless qualified.

Award marks for reason (if correct) even if name is incorrect.

(b) Award **1 mark** for **each** correct answer. [2]

- Equipment must be serviced/checked regularly/PAT tested
- Only trained staff should use the equipment/make sure you know how to use it/read instructions first
- All electrical equipment must be positioned safely/do not use near water etc
- Flexes should not be frayed or split/cable not worn
- Do not use equipment/touch plugs/sockets with wet hands
- Always have a fire blanket/correct extinguisher near to fryers
- Always switch the machine off after use/during cleaning
- Do not immerse in water when washing up
- Make sure no trailing flexes/use cable tie wires
- Do not overload the sockets

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

- Switch off the heat source/ventilation/extraction
- Exclude air/use fire blanket/tray/id (no reference to wet tea towels)
Use a fire extinguisher
- Raise the alarm
- Close all doors and windows
- Vacate the building/check everyone is safe: register
- Don't panic/keep calm
- Call the fire brigade/call 999 (if need be)
- Record the incident

Q.6 (a) Award **1 mark** for **each** correct answer. [4]

- Fat
- Dough
- Beat
- Set

(b) Award **1 mark** for **each** correct answer. [2]

- Choux
- Flaky
- Puff/rough puff
- Hot water crust
- Suet
- Pate sucree/sweet
- Filo

Q.7 (a) **Award 0 – 2 marks** for a basic answer where candidates have shown limited understanding of how to deal with a complaint. Answer may resemble a list. [4]

Award 3 – 4 marks for a good answer where candidates have shown clear understanding and explanation of how to deal with a complaint.

- Stay calm and listen carefully to the customer
- Apologise (may apologise when taking food away and again afterwards)
- Deal with the problem immediately – take steak meal back to kitchen/replace with a freshly cooked steak
- Report to head chef/chef/manager
- Keep the customer informed of your actions
- Thank the customer for letting you know there is a problem
- Check if the replacement is as required.

Accept one reference to refund/no charge/give a discount/free drink (even though wait staff do not make the decision).

(b) **Award 0 – 1 mark** for a basic answer where candidates have shown limited understanding of how and why effective communication between kitchen and restaurant is vital. [5]

Award 2 – 3 marks for a good answer where candidates have shown some understanding of how and why effective communication between kitchen and restaurant is vital.

Award 4 – 5 marks for an excellent answer where the candidates have shown clear understanding of how and why effective communication is vital.

- Kitchen is able to cook the correct amount of food
- Kitchen knows how many guests will be eating in this service
- Kitchen is aware of any special dietary requirements/complaints/praise etc.
- The correct orders/dishes are cooked – prevents wastage
- Wait staff know what is in each dish – able to describe dishes on the menu
- Wait staff can promote special offers
- Wait staff can upsell – dishes that need to be sold that day
- Prevents customer being delayed in the dining room/service runs more smoothly/more professional
- Wait staff need to know if any dishes have run out
- Prevent complaints/reduces probability of problems/ensures customer satisfaction
- Ensures a better working atmosphere for the team/environment
- Billing is correct

(c) **Award 0 – 2 marks** for a basic answer where candidates have shown little understanding of how ICT can be used to promote effective communication.

[6]

Award 3 – 4 marks for a good answer where candidates have shown some understanding of how ICT can be used to promote effective communication.

Award 5 – 6 marks where candidates have shown an excellent understanding of how ICT can be used to promote effective communication.

- E mails
- EPOS/quicker dining service/allows for tabs to be kept, etc.
- Helps them keep up to date, if they don't keep up with trends could lose business, etc.
- Nutritional analyses
- Customer orders direct to kitchen
- Bills/cheques/cards
- Stock ordering/stock checks/inventories websites
- Website for customers: advertising, ordering, bookings, feedback, special offers
- Translating menus for all nationalities (when required)
- Can prevent errors with orders – handwritten, bills: computerised tills
- Financial data
- Staff rotas compiled then can be emailed

Q.8 (a) Award **1 mark** for **each** correct answer. [2]

- Ask the employees/verbal investigation
- Questionnaire/survey
- Suggestion box
- Employees panel/focus group
- Ask the chef for a breakdown of the best/worst sellers: profit/loss
- Have tasting sessions and collate feedback

(b) Award **1 mark** for **each** correct answer. [3]

- Canteen not offering 'snack' type foods – sandwiches, wraps, filled rolls
- Canteen not offering foods they prefer/limited choice/lack of variety
- Employees don't want a set menu
- Employees don't want a three course meal
- Food too expensive (although there is no evidence)
- Employees do not have time to sit and have a meal
- Employees would prefer a hot take-away option
- Employees don't want to eat a large meal at work
- Employees consider the dishes available as unhealthy: high in carbohydrates, fat (accept nutritional comments pertinent to this menu or suggested dishes)
- No vegetarian option/option for religious sectors
- Only hot products/no cold options
- Not suitable for all dietary needs e.g. Coeliac, lactose intolerant
- Employees may prefer to bring a packed lunch
- The quality of the food may not be very good/kitchen not clean

Candidates may focus solely on the menu provided or use this as a prompt to think holistically.

(c) **Award 0 – 2 marks** for a basic answer where candidates have shown limited understanding of how to implement healthy eating guidelines. [6]

Award 3 – 4 marks for a good answer where candidates have shown some understanding of how to implement healthy eating guidelines.

Award 5 – 6 marks where candidates have shown an excellent understanding of how to implement healthy eating guidelines.

Answers **must relate** to accepted healthy eating guidelines – high fibre, low fat, low sugar. Low GI acceptable – if explained.

- Remove the cream in the soup
- Change chicken soup to any kind of vegetable/lentil/bean soup
- Wholemeal roll
- Use polyunsaturated fat e.g. Flora instead of butter
- Include a selection of fresh named vegetables for the main course – lacking in vegetables
- Jacket potato/boiled new potatoes instead of mashed potatoes
- Change the beef for chicken (or quorn). include wholemeal pasta or brown rice dishes

- Remove dumplings – replace beans/lentils in the casserole
- Offer a stir-fry instead of casserole
- Offer cold items e.g. roasted veg wraps, sandwiches (specified) using reduced fat cheese, mayo, spread in wholemeal bread/rolls
- Serve the pudding with fresh fruit/raspberries or coulis
- Change the dessert completely to fresh fruit salad/yoghurt/fruit based dessert
- Offer fresh fruit as an alternative
- All dishes to be homemade instead of readymade – reducing salt/sugar levels and making it easier to increase fibre levels
- Needs a vegetarian option. e.g. lentil bake, vegetable lasagne
- Offer smaller portions of some dishes for those on weight reducing diets, etc.

Reference to changing customer needs need to be credited as well as healthy.

Award maximum of 2 marks if candidates only suggest alternative dishes – no justification or mention of Healthy Eating guidelines.

- (d) Award **1 mark** for **each** correct answer. [3]
A brief explanation is required.

- Reduce – food waste, packaging, water use, electricity/gas/oil use
- Reuse – food and packaging where appropriate, do not use plastic disposable plates
- Recycle – composting, water, glass, plastic, card boxes
- Turn lights off when not in use/install sensor lights
- Energy efficient heating and hot water systems/energy efficient light bulbs
- 'A' rated electrical appliances
- Use toilet cisterns that use less water for flushing/use grey/rain water: for toilets
- Make sure washing machines and dishwashers are always fully loaded
- Use bio-degradable products
- Use solar panels to generate electricity
- Use local produce/grow own fruit and vegetables/own chickens and eggs/buy in bulk

Only award **1 mark** for reduce, reuse, recycle (no exemplification).

- Q.9** (a) Award **1 mark** for **each** correct answer. [3]

- White
- Oily
- Shellfish

(b) Criteria marked – 3 x 5 marks. [15]

Award 0 – 1 mark for a basic answer where candidates have shown limited understanding of HACCP.

Award 2 – 3 marks for a good answer where candidates have shown some understanding of HACCP.

Award 4 – 5 marks where candidates have shown an excellent understanding of HACCP.

Hazard must be identified.

(i) Accepting delivery: **5 marks** – criteria marked as above.

Hazard – High risk food could be contaminated with food poisoning bacteria when you accept delivery.

Actions:

- The supplier must have a good reputation/be known to the chef/suitable transport – clean (and delivery person) etc.
- Each product must be delivered at the correct storage temperature – i.e. fresh fish at 5°C or below and frozen fish at -18°C or below (no signs of defrosting)
- The fish must look good – bright, plump eyes/pink gills/lots scales/firm flesh
- The fish must smell fresh/of the sea – not a 'strong' smell
- Check sell by/use by dates on frozen products
- Delivered in fresh ice
- Do not accept delivery if there is any doubt about the produce
- Packaging should be intact

(ii) **Storage: 5 marks** – criteria marked as above.

Hazard - If not stored correctly food poisoning bacteria can grow – fish, especially shell fish, is a high risk food. It could contaminate other food.

Actions:

- Must be stored at correct temperature, fresh fish 5°C/frozen shellfish -18°C
- Fish should be stored wrapped or in a lidded container (absorbing smells)
- Store away from other foods to avoid cross contamination/use fish keeper/other fridge
- All food must be date labelled
- Rotate the stock – put this new fish behind the old fish – where appropriate
- Place raw fish in deep trays/leak proof containers at the bottom of the fridge to prevent cross contamination
- Do not remove the fish from the fridge until needed for use

(iii) **Cooking and Serving: 5 marks** – criteria marked as above.

Hazard - Food poisoning bacteria could grow causing illness.

Actions:

- Cooked fish must be served piping hot/75°C at core
- Do not 'hot hold' fish fillets
- All fish must be served immediately to prevent bacterial growth
- Any cold fish dishes e.g. prawn cocktails must be kept in the fridge until served to the residents
- Do not re-heat the dishes
- Ensure fish is boned correctly/warn the residents
- Wash hands after serving/cooking fish before touching other foods
- Use a blue chopping board

UNIT 4 – HOSPITALITY AND THE CONSUMER

Q.1 Award **1 mark** for **each** correct answer. [3]

- (i) True
- (ii) False
- (iii) True

Q.2 Award **1 mark** for **each** correct answer. [2]

- The actual food cost (the cost of the ingredients)
- Overheads (the cost of the rates, gas, electricity, **bills, packaging**, etc.) accept an example of overheads only once
- Labour costs (staff wages)
- Profit
- VAT/**tax**

Q.3 Award **1 mark** for **each** correct answer. [3]

B
C
A

Q.4 (a) Award **1 mark** for **each** correct answer. [2]

- Residents in the hotel/people staying in hotel/clients staying in the hotel
- Corporate members
- Staff
- Families
- Schools
- Conference guests/business people
- Local community groups, e.g. scouts, guides, diet club, sports clubs (candidates can be credited for other groups not on this list)
- Hen parties, stag parties

- (b) Award **1 mark** per point with some explanation. [4]

Answers could include:

- Use local produce e.g. more income for local business
- Use local tradesmen, more income for locals, new jobs
- More jobs for local people in the health suite in the hotel
- Bring in tourists, people like hotels with health suites/gyms
- Local people can use the facility, improves health, help them lose weight, de-stress, etc.
- Staff can use the facility, perk for going to work there
- Clients may be referred by GP, needs to lose weight, etc. combine resources for care packages

Accept any reasonable explanation of the points above.

If they have not explained any points, e.g. staff, tourists, locals maximum 1 mark.

- Q.5** (a) Award **1 mark** for **each** correct answer. [2]

- Same sized dishes (e.g. soup bowls)
- Weigh scale
- Serving spoons
- Ladles
- Scoops
- Individual dishes/ramekins
- Measuring spoons
- Food dispensers/individual dispensers
- Glasses (with marks on)
- Individual moulds/flan tins
- Cartons/packages (e.g. chips)
- Pastry/shape cutters

- (b) Criteria marked. [4]

Award 0 – 1 mark for an answer that recalls some knowledge and demonstrates a basic understanding of good portion control. The answer may be a simple list or one or two points briefly explained. Communication will tend to be impeded by poor expression.

Award 2 – 3 marks for an answer that recalls knowledge and demonstrates understanding of good portion control. The answer will include three or four points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 4 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of good portion control. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors.

- Reduce costs/less waste
- More profit
- Customers will return/tell friends
- More business
- Good reputation
- Could expand business
- Fewer complaints/standards are maintained
- All customers get the same, fairer for clients/customers, etc./all happy
- Aids stock control, dishes do not run out, food doesn't go out of date, etc.

Q.6 (a) Award **1 mark** for **each** correct answer. [3]

- Taking bookings
- Checking the website/updating the website
- Completing stock checks
- Staff rotas/ keeping staff informed
- Answering phones
- Sending/responding to emails
- Sending invoices
- Finance/deposits/paying bills, e.g. for utilities
- Arranging advertising/events
- Filling/opening letters/word processing

Credit any other acceptable administrative tasks as long as related to the Holiday Village.

(b) Criteria marked. [6]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of the use of ICT. The answer may be a simple list or one or two points of briefly described suggestions. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of the use of ICT. The answer will include three or four points with some evidence of discussion of uses and benefits. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 – 6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the use and sound benefits of ICT. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors, a **balanced response**.

- Booking in
- Stock checks
- Express checkout
- Billing
- EPOS (Electronic point of sale)
- Customer records and data protection
- Staff : rotas/records/communicate information to them via emails

- Ordering, individually at the table via iPads, tablets, etc.
- Electronic bookings via the website
- Promotion; website, face book pages/social media/networking production of flyers, etc.
- Feedback from customers
- Keeps establishment up to date
- Video conferencing
- Less space needed, filing cabinets, etc.

Benefits that may be discussed alongside the uses:

- Quicker
- Easier
- Safer - back up, no need to shred confidential information
- Paper free/paperless/better for the environment
- Fewer errors made, e.g. with ordering, handwriting can sometimes cause misunderstanding
- Less complaints, complaints can be dealt with more efficiently: electronic trail
- Instant information regarding availability
- Prompt responses to things
- Availability 24/7

Q.7 (a) Criteria marked. [4]

Award 1 mark for one point described or two points made but not described

Award 2 marks for two points described or three or four points listed but not described.

Award 3 marks for three points described.

Award 4 marks for four points described.

- Good communication skills, keep everyone fully informed
- Good listener, let team members contribute their ideas
- Organised, ensure team members roles and responsibilities are clear
- Able to prioritise objectives
- Able to provide staff with feedback/praise
- Able to delegate, share
- Confident when dealing with problems outcomes
- Supportive
- Able to motivate staff and be motivated
- Respectful
- Can cope with pressure
- Personal skills hardworking, confident, trustworthy, polite, punctual, good personal hygiene, assertive, dedicated, knowledgeable
- Good manager – can manage tasks effectively
- Good leadership skills

As long as different examples and aspects of a skill are described, marks can be still credited, e.g. good listener and good verbal skills are both technically communication, but one mark could be given for each.

(b) Criteria marked. [6]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of the importance of teamwork. The answer may be a simple list or one or two suggestions briefly explained. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of the importance of teamwork. The answer will include three or four points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 – 6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the importance of teamwork. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors.

- Jobs get done quicker/efficiently
- Staff are happy/get on well with each other
- Staff feel able to offer ideas
- Staff help each other/are prepared to train each other
- Staff communicate with each other, converse/discuss duties, etc.
- Staff know what is expected of them
- Tasks are carried out effectively/everything runs smoothly/problems solved independently
- Staff have high self-esteem
- Staff share responsibility
- She can observe the staff and give feedback

Q.8 (a) Award **1 mark** for **each** correct answer. [2]

- Have warnings on menus
- Have symbols/signs/logo on menus
- Ask/talk to customers/staff can tell them – staff need to be trained and fully aware of dishes
- Have nutritional/ingredients breakdowns/descriptions available
- Separate menu

(b) Award **1 mark** for **each** correct answer. [2]

- Use different equipment as applicable
- Prepare foods in separate areas
- Buy foods from reputable suppliers
- Check the ingredients in dishes
- Indicating ingredients on menu with symbols
- Employ staff with a sound knowledge of ingredients in dishes
- Wash area/hands between preparing different dishes
- Store foods separately

(c) Criteria marked. [6]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of how to make interesting appealing foods. The answer may be a simple list or one or two suggestions briefly explained. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of how to make interesting appealing foods. The answer will include three or four points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 – 6 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of how to make interesting and appealing foods. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors.

- Colour, flavour and texture
- Variety of ingredients
- Use of different fruits and vegetables
- Garnish food
- Seasonings
- Use of fresh herbs/spices
- Fresh ingredients
- Different cuts put together
- Different cooking methods
- Different presentation methods e.g. piping
- Accompany bland dishes with colourful side dishes
- Use of protein alternatives e.g. soya, tofu and quorn

Q.9 Criteria marked. [10]

Award 0 – 2 marks for a simple list or one or two points briefly explained. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of risks and how they can be controlled. The answer will include three or four points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 – 7 marks for an answer that recalls knowledge and demonstrates understanding of risks and how they can be controlled. Answer will include five to seven points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 8 – 10 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the importance of risks and how they can be controlled. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors.

- Fire procedure
- Tripping hazards – trailing tablecloths, bags in aisles
- Warning signs – hot plates
- Sharp objects placed away from edge of tables
- Clear walkways/space between tables
- Good lighting
- Wheelchair access
- First aid (box available and trained first aider/staff)
- Room clean
- Exits clearly marked
- Secure place for belongings/coats
- Secure decorations
- Wet floors, wipe up spills
- Use appropriate signage
- Room to be the right size for the number of people – over-full can be a hazard
- Risk assessed for carrying loads, moving furniture – staff injuries
- Check furniture/equipment is in good working order – sharp edges can cut, etc.

Q.10 (a) Award **1 mark** for **each** correct answer. [2]

- It is the law
- Act responsibly (save the planet , supports sustainability)
- Encourage guests, (attracts eco-friendly customers, brings in more customers)
- Keep up-to-date
- Set a good example
- Saves money on having waste removed
- Less waste (increases profits)

(b) Award **1 mark** for **each** correct answer. [3]

- Only issue newspapers when asked by guests
- Fitting large soap/shower gel dispensers rather than individual products
- Not supplying new toilet rolls every time
- Buy in bulk/less packaging
- Fresh ingredients/less packaging
- Stock rotation – buy only what is needed
- Use portion control
- Re-use plastic containers
- Buy seasonal ingredients/cheaper
- Cook food to order
- Not printing information but using emails e.g. invoices
- Use vegetable peelings for stock, left overs (unsold) for new dishes.

(c) Criteria marked. [5]

Award 0 – 2 marks for an answer that recalls some knowledge and demonstrates a basic understanding of reusing and recycling. The answer may be a simple list or one or two suggestions briefly discussed. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of reusing and recycling. The answer will include three or four points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of reusing and recycling. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors.

- Supply recycle bins around hotel and in guest rooms
- Have policy visible
- Tell guests when booking in
- Signs around the hotel and in rooms
- Have a note with towels saying only wash when placed in bath not every day, bedding only changed every three days – cards left to request
- Include policy in information book in rooms

(d) Criteria marked. [10]

Award 0 – 2 marks for a simple list or one or two points briefly explained. Communication will tend to be impeded by poor expression.

Award 3 – 4 marks for an answer that recalls knowledge and demonstrates understanding of how to conserve energy and water. The answer will include three or four points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 5 – 7 marks for an answer that recalls knowledge and demonstrates understanding of how to conserve energy and water. Answer will include five to seven points with some evidence of discussion. Expression is adequate to convey meaning but some errors may be apparent.

Award 8 – 10 marks for an answer that recalls detailed knowledge and demonstrates a comprehensive and detailed understanding of the importance of how to conserve energy and water. The answer will include a wide range of points with evidence of detailed discussion. The response is well-structured and clearly expressed with few errors.

Water

- Use towels more than once
- Do not change bedding unless requested by clients (same client staying in the room)
- Fit showers rather than baths
- Have short-burst taps
- Use washing up water in garden
- Only use dishwasher/washing machine when full
- Only serve water when guests request
- Hippo bricks
- Dual flush toilets
- Smaller kettles in rooms
- Guests not keeping water running when cleaning their teeth

Energy

- Lights/heating that only work when key card inserted in guest room
- Set heating (lower/shorter time)
- Air conditioning on only when guests are in the room
- Advise guests to switch TV off when not in use
- Energy-saving light bulbs
- Thermostatic setting on hot water and heating
- Use washing machines at night when energy is cheaper
- Motion sensor lights in corridors
- Solar panels
- Unplug products when fully charged
- Insulated curtains
- Double glazing



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