

Exam Board: WJEC

Subject: Hospitality and Catering

Paper: Unit 1 June 2024

Marks available: 80

Length of paper: 1 hour and 20 minutes

Topics: Hospitality and Catering iNdustry

Exam Information, guidance and hints

Command words: Identify, State, Name, Describe, Explain, Discuss,

Videos:

Markschemes: Not available at present

Hints/tips:

When it is a 4 mark describe question you also have to explain your answer so if it was describe the dresscode for a receptionist it would be “They would have to wear a smart suit and tie because they are the first people the customer would see”

HACCP documents are about food safety, so preventing food poisoning, not health and safety

EHO job roles are not just what they do when they inspect the establishment, what do they do after, what other roles do they have

Visible symptoms are what you can see, invisible you can't so flushed skin would be visible, stomach cramps would be invisible

Justify: As long as it is a sensible suggestion there are no wrong answers so if it was justify how a hotel would meet the needs of a couple who are getting married in terms of accommodation it could be to give them the bridal suite, have a bottle of champagne on ice for them etc

PLC TEMPLATE

Mock 1

Topic	Key information related to topic	Resources/Information related to topic	How well do you understand this topic? RAG		
			Red	Amber	Green
Hospitality and Catering providers	Identify commercial and non commercial establishments Commercial : B&B, Pub, Takeaway Non-commercial: hospital, school, RAF camp	Revision book Pg 10			
Working conditions in the H&C industry	Explain the benefits of different types of contracts Full time, part time, casual, zero hours	Revision book Pg 19			
Operation of the front and back of house	Name the dress code for members of the kitchen brigade (chefs) White chef jacket, non slip shoes, hat, neck tie	Revision book Pg 44			
Contributing factors to the success of H&C provisions	Discuss the costs that would occur when setting up a new Hospitality and catering establishment Electricity and gas, advertising, new staff, promotions, ingredients,	Revision book Pg 21			

	equipment, pest control				
Contributing factors to the success of H&C provisions	Discuss how technology can be used in a new Hospitality and catering business Mobile phone apps, keyless rooms, digital menus, digitally controlled kitchen equipment, self check in	Revision book Pg 23			
Contributing factors to the success of H&C provisions	Explain how a commercial residential establishment can meet the customers needs	Revision book Pg 21-27			
Contributing factors to the success of H&C provisions	Identify ways that businesses can advertise Social media, newspapers, TV adverts, radio, promotions and coupons	Revision book Pg 23			
Working in the H&C industry	Identify front of house jobs roles Waitress, bar staff, concierge, receptionist	Revision book Pg 17			
Health And Safety in H&C provision	Describe safety training RIDDOR, HASAWA, COSHH, MHOR, PPER	Revision book Pg 55			
Operation of the front and back of house	Describe the workflow for front of house staff in a restaurant Greet customers → Take orders→ Serve food→ etc	Revision book Pg 31			
Health And Safety in H&C provision	Identify critical control points for hazards in a HACCP document	Revision book Pg 61			

	<p>Storing chicken: CC must be kept on the bottom shelf of the fridge</p> <p>Cooking chicken: CC Check the internal temperature is 75 degrees</p> <p>Serving chicken: CC cooked chicken to be served immediately or hot held for no longer than 90 minutes</p>				
Operation of the front and back of house	<p>Describe how customer complaints should be dealt with</p> <p>Apologise, take the meal back to the kitchen, offer a discount</p>				
Health And Safety in H&C provision	<p>Describe why HACCP documents are important when dealing with food</p> <p>Prevents people from becoming ill</p> <p>Builds a good relationship between the business and the customer to improve health and safety rating</p>				
Understanding the importance of nutrition	<p>Identify nutrients and their function</p> <p>Fats: energy source, insulation and protection</p> <p>Protein: Growth and repair</p>	Revision book Pg 115			
Food related causes of ill health	<p>Identify food allergies</p> <p>Eggs, nuts, shellfish, kiwi</p>	Revision book Pg 81			
Food related causes of ill health	<p>State visible symptoms of a food allergy</p> <p>Sweating, flushed skin, rash, swollen lips</p>	Revision book Pg 80			
Food related causes of ill health	<p>Explain how cross contamination can be prevented when preparing food</p>	Revision book Pg 74			

	Coloured chopping boards and knives Washing hands between jobs				
Preventative control measures of food-induced ill health	Discuss the job role and responsibilities of the Environmental Health Officer (EHO) Carrying out routine inspections Giving evidence in court Taking photos and samples Monitoring radiation levels	Revision book Pg 91			