

Exam Board: WJEC
Subject: Hospitality and Catering
Paper: Unit 1 January 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 establishments	To know examples of the different types of establishments e.g. A cafe is a commercial provision				
Hospitality and Catering establishments	To know the different types of food service e.g. McDonalds is takeaway, silver services is a formal setting				
Working in the H&C industry	To know job responsibilities for front and back of house staff in a restaurant e.g. ordering supplies, cooking food, answering calls	Revision book Pg 15			
Working in the H&C industry	To know personal attributes needed for a receptionist e.g. hardworking				
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			
Working in the H&C industry	To understand the front of house dress code e.g front of house would wear a smart suit	Pg 49 and 62			

Hospitality and Catering provision to meet specific requirements	To understand why customers would want an environmentally and sustainable hotel	Pg 36			
Hospitality and Catering provision to meet specific requirements	To explain how an establishment could become more environmentally and sustainable	Pg 36			
Hospitality and Catering provision to meet specific requirements	To know how hotels can meet the specific needs of customers e.g. cots in rooms, baby changing facilities, ramps for wheelchairs and pushchairs, disabled toilets, wide doors	Revision book Pg 50			
Hospitality and Catering provision to meet specific requirements	To be able to suggest alternatives for different dietary needs e.g. vegan bacon for breakfast	Pg 134			
Working in the H&C industry	To be able to recognise pieces of cooking equipments				
Working in the H&C industry	To be able to complete an accident form	Pg 61			
Working in the H&C industry	To be able to suggest ways to prevent accidents from happening again				
Food safety	To be able to complete a HACCP document by adding control points for food safety hazards	Pg 82			

Symptoms and signs of food-induced ill health	To know the visible and invisible symptoms of food poisoning e.g. rashes, fever, sickness	Revision book Pg 73			
Food related causes of ill health	To know types of food poisoning bacteria and their food sources e.g. salmonella and chicken, listeria and milk, e.coli and red meat	Revision book Pg 73			
The Environmental Health Officer	To know the role of the EHO in relation e.g. to carry out routine inspections, take photos, take food away for testing	Revision book Pg 91			
The Environmental Health Officer	Describe the control points that an establishment should follow to prevent poor personal hygiene	Pg 75			