

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 | | | |

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|--|--|---------------------|--|--|--|
| 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 | | | |

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|---|---|---------------------|--|--|--|
| 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 | | | |