

**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
Operation of the front and back of house	To understand how the kitchen is run e.g. FIFO, workflow and pieces of kitchen equipment	Revision book Pg 37-38			
Working in the H&C industry	To know job roles in the front and back of house e.g. receptionist, valet, waiting staff, chef, cleaner, maintenance person	Revision book Pg 15			
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			
Hospitality and Catering provision to meet specific requirements	To know how restaurant staff can meet the specific needs of customers e.g. different menus, children's activities, safe environment, clean facilities, bottles of champagne, candles on the table, having a	Revision book Pg 50			

	specials menu				
Working in the H&C industry	To know how to deal with customer complaints e.g. apologise, offer a discount, speak to the manager				
Working in the H&C industry	To know the responsibilities of front of house staff member e.g taking phone calls, booking, meeting people, undertake training, report maintenance issues etc	Revision book pg 14			
Working in the H&C industry	To know the qualifications that you need to work as a receptionist e.g. city and guilds, apprenticeship, GCSE English and Maths	Revision book pg			
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			
Food safety	To be able to identify food hazards and come up with control measures to prevent them from occurring e.g.High risk foods not being cooked all the way through can be controlled by using a temperature probe	Revision book Pg 70			
The Environmental Health Officer	To know the responsibilities of the EHO in relation to RIDDOR e.g. to ensure that there is an accident book to record injuries	Revision book Pg 91			
Contributing factors to the	To understand how negative reviews on social media can have an impact	Revision book Pg 21			

success of H&C provisions	on a business e.g. they can put people off going to the establishment				
Hospitality and Catering providers	To be able to recommend different types of provisions for a event e.g. a restaurant for an anniversary meal, a hostel for a festival	Revision book Pg 5			
Hospitality and Catering providers	To be able to justify different types of provisions for a event e.g. a restaurant for an anniversary meal because it would sell high end food and good drinks, a hostel for a festival as it would be cheap so more money could be spent at the festival	Revision book Pg 47			
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			
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			
Food related causes of ill health	To know alternatives for foods for people with allergies and some common allergies e.g. lactose free milk or soya milk for dairy intolerance,	Revision book Pg 80			

	gluten free bread for coeliacs, nuts, shellfish				
Food safety	To be able to describe the rules that food businesses should follow under the General Food Hygiene regulations e.g. clean premises, good ventilation, good food hygiene practices, adequate number of wash basins	Revision book Pg 69			