

6103-021/521 Level 2 Food and  
Beverage Service

Version 1.0 – October 2017

## Sample Mark Scheme

1	
State <b>three</b> ways in which the hospitality industry contributes to the national economy.	(3 marks)
<b>Answer:</b> <b>1 mark each for any of the following, to a maximum of 3 marks:</b> <ul style="list-style-type: none"> <li>• GDP.</li> <li>• Taxation / VAT / PAYE / Corporation tax.</li> <li>• Support services / food suppliers / laundry /, insurance.</li> <li>• Employment / full time / part time / seasonal / casual / indirect.</li> </ul>	

2	
State <b>two</b> considerations when maintaining the on-line presence of a restaurant business.	(2 marks)
<b>Answer:</b> <b>1 mark each for any of the following, to a maximum of 3 marks:</b> <ul style="list-style-type: none"> <li>• To protect the business image.</li> <li>• To present a positive image of the establishment.</li> <li>• Language used should be appropriate to the business.</li> <li>• Personal integrity of employers and staff should be protected.</li> </ul>	

3	
a) List <b>two</b> factors to consider in order to meet the varying needs of customers.	(2 marks)
b) Describe how to deal with a customer who has a dietary requirement.	(4 marks)
<b>Answer:</b> <b>a)</b> <b>1 mark each for any of the following, to a maximum of 2 marks:</b> <ul style="list-style-type: none"> <li>• Demographics.</li> <li>• Customers with special requirements.</li> <li>• Customers' requests.</li> <li>• Dietary.</li> <li>• Customer type.</li> <li>• Cultural.</li> <li>• Language.</li> </ul> <b>b)</b> <b>1 mark each for any of the following, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• Confirm requirements with customer (1) so the menu can be checked for suitable items (1) and specific dietary information can be recorded (1) allowing the correct information to be communicated to the kitchen (1).</li> </ul>	

4

State **five** health and safety responsibilities that waiting staff must comply with.

(5 marks)

**Answer:**

**1 mark each for any of the following, to a maximum of 5 marks:**

- Safety of self and others - duty of care.
- Identify and report/record potential hazards.
- Report/record accidents/incidents.
- Engage in training provided.
- COSHH.
- Fire evacuation procedures.
- Safe use of equipment.
- Follow instructions of supervisors/managers.

A customer requires a beverage service for a **four** course celebration dinner menu that includes a seafood starter, a main course consisting of game followed by a panna cotta dessert and cheese and biscuits.

Discuss the considerations to take when meeting the customer requirements.

(9 marks)

**Answer:**

**Indicative content**

**Considerations for food & beverage matching:**

- The occasion and service stage e.g. special events, taster menu, drinks on arrival.
- Customer preference.
- Customer budget.
- Cooking method e.g. steaming, grilling, roasting.
- Sauces used e.g. cream, tomato, reduction.
- Contrasting and compatible flavours e.g. herbs, spices and fruits.
- Relationship between regional food and beverages.

**Beverage options:**

- Seafood - light wines, light beers.
- Game - full bodied wines or beers, food with rich sauces require beverages with high acidity.
- Panna cotta – sweet or sparkling wine, fruit beers and ciders.
- Cheese and biscuits - robust red or port.

**Equipment and presentation methods:**

- Use of suitable equipment - Wine buckets and coolers, chilled unit, bottle openers/waiters friend, napkin.
- Selection of glassware – red and white wine, beer, port.
- Temperature of beverages.
- Non-alcoholic beverage equipment e.g. water.
- Quality checks.

**Band 1: (1-3 marks)**

Some of the considerations were described in general terms. Links were not made to the scenario or their relevance to the menu provided. Beverages were not suggested for all the courses and were not always matched to the menu. Identified basic equipment requirements and some of the presentation methods

**Band 2: (4-6 marks)**

Most of the considerations were described with some justification. Links were made to the scenario with some relevance to the menu provided and linked very simply to traditional matches. Beverages were suggested for all the courses and were not always matched to the menu. They might make some links to traditional matches but not explicitly relate this to the dishes. Provided a broad description of the service equipment and presentation methods for the selected beverages

**Band 3: (7-9 marks)**

Considerations were described in detail with links to the scenario. Clear relevance to the menu and the occasion was provided. Specific named beverages were provided for all courses and justified their suitability in relation to traditional matches considering cooking methods, sauces, origin of the dishes. Described the service equipment and service and presentation methods with justifications linked to the beverages selected.

6	
a) State the equipment used to dispense cask beers.	(1 mark)
b) Describe the production methods for cask beers.	(6 marks)
<p><b>Answer:</b></p> <p><b>a)</b>  <b>1 mark for each of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>• Cask hand pulled (swan neck).</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, with a maximum of 3 marks for identification of production method without further description, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>• Malting (1) steeping grain in water to germinate (1).</li> <li>• Mashing (1) breaking down protein and starch so yeast can ferment (1).</li> <li>• Flavouring (1) by adding hops (1).</li> <li>• Fermenting (1) where yeast is added to ferment with sugars (1).</li> <li>• Conditioning and filtering (1) removes yeast (1).</li> <li>• Packaging in cask (1) where it continues to mature (1).</li> </ul>	

7	
State <b>two</b> characteristics of a wheat beer.	(2 marks)
<p><b>Answer:</b></p> <p><b>1 mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Pale in colour.</li> <li>• Lighter in body.</li> <li>• Tart flavour.</li> <li>• Sediment.</li> </ul>	

8	
a) State <b>four</b> pieces of equipment required to serve Earl Grey tea.	(4 marks)
b) List the accompaniments required for the service of Earl Grey tea.	(2 marks)
<p><b>Answer:</b></p> <p><b>a)</b>  <b>1 mark each for any of the following, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Tea cup and saucer.</li> <li>• Sugar bowl.</li> <li>• Tea spoons.</li> <li>• Tea strainer.</li> <li>• Sugar tongs.</li> <li>• Tea pot.</li> <li>• Hot water jug.</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• White sugar.</li> <li>• Lemon.</li> </ul>	

9	
A menu costs £12.20 to produce and a 65% gross profit is required. Calculate the following showing your working out.	
a) The gross profit.	(2 marks)
b) The selling price.	(2 marks)
<b>Answer:</b> <b>1 mark each for any of the following, to a maximum of 3 marks:</b> <b>Allocate 1 mark for applying the correct formula and 1 mark for the correct answer:</b> a) Gross profit: $\frac{£12.20}{35} \times 65 = £22.657 = £22.66$ b) Selling price: $\frac{£12.20}{35} \times 100 = £34.857 = £34.86$	

10	
State <b>two</b> dietary requirements that should be considered when describing a menu to a customer.	(2 marks)
<b>Answer:</b> <b>1 mark each for any of the following, to a maximum of 2 marks:</b> <ul style="list-style-type: none"> <li>• Low fat.</li> <li>• Low salt.</li> <li>• Diabetic.</li> <li>• Low carbohydrate.</li> <li>• Gluten intolerance.</li> <li>• Lactose intolerance.</li> <li>• Vegan.</li> <li>• Vegetarian.</li> </ul>	

11	
State the key nutrients required for maintaining a healthy diet.	(3 marks)
<b>Answer:</b> <b>1 mark each for any of the following, to a maximum of 3 marks:</b> <ul style="list-style-type: none"> <li>• Carbohydrates.</li> <li>• Protein.</li> <li>• Fat.</li> </ul>	

12	
a) Identify <b>two</b> ways in which the restaurant industry can have a negative impact on the environment.	(2 marks)
b) Describe how restaurants can reduce their impact on the environment.	(4 marks)
<p><b>Answer:</b></p> <p><b>a)</b>  <b>1 mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Transportation and deliveries.</li> <li>• Energy consumption.</li> <li>• Packaging and use of disposable products.</li> <li>• Poor waste management.</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, with a maximum of 2 marks for identification of methods without further description of how, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Product sourcing (1) so there is knowledge of the provenance (1).</li> <li>• Review food production methods (1) so environmentally friendlies methods can be implemented (1).</li> <li>• Use of seasonal produce from local reputable suppliers (1) to reduce food/product miles (1).</li> <li>• Implementation of effective management systems (1) to control stock (1).</li> <li>• Waste and energy consumption monitoring (1) to identify any unnecessary wastage (1).</li> </ul>	