

# Level 2 Technical Certificate in Food and Beverage Service

## Level 2 Food and Beverage Service - Theory exam (1) March 2018



| Q | Acceptable answer(s)  | Guidance  | Max mks |
|---|---|---|---------|
| 1 | <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Schools.</li> <li>• Hospitals.</li> <li>• Halls of residence.</li> <li>• Prisons.</li> <li>• Factories.</li> <li>• Travel/Transport services (ie airlines).</li> <li>• HM Forces.</li> </ul>  |   | 3       |
| 2 | <p><b>1 mark for each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Personal details.</li> <li>• Personal statement.</li> <li>• Education.</li> <li>• Employment details.</li> <li>• Skills.</li> <li>• Referees.</li> </ul>  |   | 3       |
| 3 | <p><b>1 mark each for any of the following, with a maximum of 2 marks for identification of methods, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Reduce transport/food miles (1) <ul style="list-style-type: none"> <li>○ by limiting/reducing the number of suppliers/deliveries (1)</li> <li>○ by using UK based/local growers(1)</li> <li>○ by avoiding purchasing foreign products (1).</li> </ul> </li> <li>• Reduce energy consumption/implement an energy policy (1) <ul style="list-style-type: none"> <li>○ by using more efficient equipment/low energy light bulbs (1)</li> <li>○ by using green energy/solar energy (1)</li> <li>○ by turning off light/heating/equipment when not in use (1).</li> </ul> </li> <li>• Recycling more/increasing (1) <ul style="list-style-type: none"> <li>○ by separating items (1)</li> <li>○ by using recyclable items (1)</li> <li>○ by reducing packaging (1).</li> <li>○ by reducing the use of plastic disposables (1).</li> </ul> </li> <li>• Reduce wastage (1)</li> </ul> | Do <b>not</b> accept answers around 'training'. | 4       |

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|          | <ul style="list-style-type: none"> <li>○ by using a stock and usage control system (1)</li> <li>○ by improving portion control (1)</li> <li>○ by reducing menu sizes (1).</li> </ul>   |  |          |
| <b>4</b> | <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>● Provide a professional service/maintain a professional appearance/language/behaviours.</li> <li>● Consistent standard.</li> <li>● Reliability of service.</li> <li>● Anticipate customer needs.</li> <li>● Influence change in/improve/rectify poor service / correcting mistakes.</li> </ul>  |  | <b>3</b> |
| <b>5</b> | <p><b>1 mark each for any of the following, with a maximum of 3 marks for identification of benefits, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>● Fewer complaints (1) <ul style="list-style-type: none"> <li>○ resulting in fewer refunds/complementary items (1)</li> <li>○ maintains good reputation (1).</li> </ul> </li> <li>● Higher customer satisfaction (1) <ul style="list-style-type: none"> <li>○ higher spends/customer spends more (1) which increases income (1) which helps maintain the financial security of the business (1) and provides opportunities for expansion/investment (1).</li> </ul> </li> <li>● Positive reviews/feedback (1) <ul style="list-style-type: none"> <li>○ which enhances reputation (1)</li> <li>○ which strengthens brand.(1)</li> <li>○ increases popularity/new customers (1)</li> <li>○ increases repeat business (1).</li> </ul> </li> <li>● Helps create a positive team morale (1) <ul style="list-style-type: none"> <li>○ which can lower staff turnover (1) which can reduce staff training/recruitment costs (1).</li> </ul> </li> </ul> | Marks awarded for the explanation of benefits should be limited to 1 mark when used on multiple occasions. | <b>6</b> |
| <b>6</b> | <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>● Chemical/cleaning chemicals/ pesticides (1).</li> <li>● Allergenic/any of the 14 allergies (1).</li> <li>● Micro-biological/virus/bacteria/moulds/parasites (1).</li> <li>● Physical/metal/human hair/human nails/glass (1).</li> </ul>  |  | <b>3</b> |

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| 7a | <p><b>1 mark each for any of the following, with a maximum of 1 mark for identification of control method, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Stock that is delivered is checked (1) to ensure it is at the right temperature (1),</li> <li>• Packaging is checked for damage (1) to ensure stock is in good condition (1).</li> <li>• Shelf life is checked (1) to ensure safe to use (1).</li> <li>• Check the delivery time (1) to allow for safe/timely storage (1).</li> </ul>  | Marks awarded for the explanation of control methods should be limited to 1 mark when used on multiple occasions and/or a/b/c:   | 2 |
| 7b | <p><b>1 mark each for any of the following, with a maximum of 1 mark for identification of control method, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Use clean/correct equipment/PPE (1) to reduce the risk of contamination (1).</li> <li>• Use temperature probing / to check hot/cold holding temperature (1) to reduce the risk of bacteria growth (1).</li> <li>• Ensure food is prepared/served correctly (1), to reduce the risk of contamination (1).</li> <li>• Shelf life is checked (1) to ensure safe to use (1).</li> </ul>  | Marks awarded for the explanation of control methods should be limited to 1 mark when used on multiple occasions and/or a/b/c:   | 2 |
| 7c | <p><b>1 mark each for any of the following, with a maximum of 1 mark for identification of control method, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Use correct methods of cleaning (1) /</li> <li>• Follow the cleaning schedule (1) /</li> <li>• Using cleaning chemical correctly (1) /</li> <li>• Using correct cleaning equipment (1) <ul style="list-style-type: none"> <li>○ reduce contamination from food particles left on equipment (1)</li> <li>○ reduce the growth of bacteria by removing them (1)</li> <li>○ prevent the encouragement of pests (1).</li> </ul> </li> </ul> | Marks awarded for the explanation of control methods should be limited to 1 mark when used on multiple occasions and/or a/b/c:   | 2 |
| 8  | <p><b>Band 1 (1-3 marks)</b><br/>Candidate has produced brief descriptions or lists that covers some of the key areas. Limited understanding or examples shown of the importance of knowledge or skills. Some links have been made but not always relevant to a highly awarded fine dine restaurant.</p> <p><b>Band 2 (4-6 marks)</b><br/>Candidate has described the key areas and shown some understanding of the importance of relating to both organisation and customer. Some examples were expanded on with elements of justification.</p>  | <p><b>Indicative content:</b></p> <ul style="list-style-type: none"> <li>• Research into the type, level and characteristic of the establishment.</li> <li>• Full-time job role and responsibilities.</li> <li>• Career development.</li> <li>• Interview preparation.</li> <li>• Work ethics.</li> <li>• Customer service.</li> <li>• Legislation.</li> <li>• Team working.</li> <li>• Menu/product knowledge.</li> </ul> | 9 |

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|    | <p>Candidate displayed an understanding of a highly awarded fine dine restaurant with relevant links made.</p> <p><b>Band 3 (7-9 marks)</b><br/> Comprehensive and detailed discussion including the importance of and impact on the key areas in relation to a highly awarded fine dine restaurant. Examples and links are relevant and fully justified.</p>  | <ul style="list-style-type: none"> <li>• Financial impacts.</li> </ul> |   |
| 9a | <p><b>1 mark each for any of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>• Carrot.</li> <li>• Butternut squash.</li> <li>• Cauliflower.</li> </ul>   |  | 1 |
| 9b | <p><b>1 mark each for any of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>• Scotch.</li> <li>• Leek and potato.</li> <li>• Paysanne.</li> <li>• Minestrone.</li> </ul>  |  | 1 |
| 9c | <p><b>1 mark each for any of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>• Gazpacho.</li> <li>• Cucumber.</li> <li>• Pea.</li> </ul>   |  | 1 |
| 10 | <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Boiling.</li> <li>• Poaching.</li> <li>• Steaming.</li> <li>• Braising.</li> <li>• Stewing.</li> </ul>   |  | 3 |
| 11 | <p><b>1 mark each for any of the following, with a maximum of 3 marks for identification of influences, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>• Improves appearances (1) by giving it a golden brown colour (1).</li> <li>• Adds extra flavour (1) due the caramelisation of the juices (1).</li> <li>• Provides a combination of textures (1) by giving it a crispness to the skin (1) whilst keep the meat/flesh tender/soft/moist (1).</li> <li>• An enhanced aroma (1) due the cooking process/dry heat/caramelisation (1).</li> </ul> |  | 6 |

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|            | <ul style="list-style-type: none"> <li>Allows for the creation of sauces (1) as the sediment produced can be used to make sauce (1).</li> </ul>   |  |          |
| <b>12</b>  | <p><b>1 mark each for any of the following, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>Malting.</li> <li>Mashing.</li> <li>Fermenting.</li> <li>Distillation.</li> <li>Finishing.</li> <li>Maturing.</li> <li>Flavouring.</li> </ul>   |  | <b>4</b> |
| <b>13a</b> | <p><b>1 mark each for any of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>Molasses/sugar cane.</li> </ul>  |  | <b>1</b> |
| <b>13b</b> | <p><b>1 mark each for any of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>Agave plant.</li> </ul>  |  | <b>1</b> |
| <b>13c</b> | <p><b>1 mark each for any of the following, to a maximum of 1 mark:</b></p> <ul style="list-style-type: none"> <li>Grapes/wine.</li> </ul>  |  | <b>1</b> |
| <b>14</b>  | <p><b>1 mark each for any of the following, with a maximum of 3 marks for identification of factors, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>Type/Quality of grape/s (1) <ul style="list-style-type: none"> <li>will provide a different taste/colour (1)</li> <li>will impact on the overall quality of wine (1).</li> </ul> </li> <li>A hotter/warmer climate (1) <ul style="list-style-type: none"> <li>will allow the grape to produce more sugars (1)</li> <li>produce higher ABV wines (1)</li> <li>that have a fuller flavour (1).</li> </ul> </li> <li>A cooler climate (1) <ul style="list-style-type: none"> <li>will produce grapes with a higher acidity (1)</li> <li>will produce grapes with more subtle flavour (1)</li> <li>will produce grapes with a lower ABV (1).</li> </ul> </li> <li>The type of soil (1) <ul style="list-style-type: none"> <li>provide a mineral base for the grapes (1)</li> <li>will flavour the final wine (1).</li> </ul> </li> <li>The length of maturation (1)</li> </ul> |  | <b>6</b> |

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|    | <ul style="list-style-type: none"> <li>○ allows wine to develop more complex flavours (1)</li> <li>○ adds structure (1)</li> <li>○ allows flavours to deepen/richer(1).</li> <li>• The type of container/oak/concrete/metal (1) <ul style="list-style-type: none"> <li>○ will impart a different flavour (1).</li> </ul> </li> <li>• Wine faults (1) <ul style="list-style-type: none"> <li>○ oxidation/ corked/ sediment (1)</li> <li>○ will develop 'off' flavours in the wine (1)</li> <li>○ will affect the clarity of the wine (1).</li> </ul> </li> </ul>   |  |   |
| 15 | <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Delivery note.</li> <li>• Invoice.</li> <li>• Statement.</li> <li>• Requisitions.</li> <li>• Credit notes.</li> <li>• Wastage book.</li> <li>• Breakages.</li> <li>• Stock count records.</li> </ul>  |  | 3 |
| 16 | <p><b>1 mark each for any of the following, with a maximum of 3 marks for identification of procedures, and a maximum of 2 marks for each linked explanation, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>• Stock rotation (1) <ul style="list-style-type: none"> <li>○ will help reduce wastage (1)</li> <li>○ will help the identification of short shelf life/dated/dead stock (1)</li> <li>○ will prevent the sale of stock that poses food safety issue (1).</li> <li>○ can lead to potential promotional activities (1) which can increase sales (1).</li> </ul> </li> <li>• The identification of current stock levels (1) to ensure that there is enough stock available (1) to meet customer demand/meet customer expectations (1).</li> <li>• The monitoring of stock levels (1) <ul style="list-style-type: none"> <li>○ will help prevent theft of stock (1)</li> <li>○ ensure breakages are recorded (1) <ul style="list-style-type: none"> <li>▪ which helps maintain profitability (1).</li> </ul> </li> </ul> </li> </ul> |  | 6 |
| 17 | <p><b>Band 1 (1-3 marks)</b><br/>Candidates' response has focussed on some of the key areas with brief descriptions or lists. Limited examples shown of the importance of providing a safe and successful event.</p>  | <p><b>Indicative content:</b></p> <ul style="list-style-type: none"> <li>• Health and safety responsibilities.</li> <li>• Food safety responsibilities.</li> </ul> | 9 |

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|  | <p>Some links have been made but not always relevant to a safe and successful event.</p> <p><b>Band 2 (4-6 marks)</b><br/> Candidate has described the key areas and shown some understanding of the importance of relating to the safety and success of the event. Some examples were expanded on with elements of justification.<br/> Candidate displayed an understanding of the impact and consequences of non-compliance with relevant links made.</p> <p><b>Band 3 (7-9 marks)</b><br/> Comprehensive and detailed discussion including the importance of and impact on the key areas in relation to the safety and success of the event. Examples and links were relevant and fully justified.</p> | <ul style="list-style-type: none"> <li>• Maintaining a safe and secure working environment.</li> <li>• Food safety hazards and key sources of contamination.</li> <li>• Reducing the risk from food safety hazards.</li> <li>• Consequences of non-compliance with legislation.</li> <li>• Legislation.</li> <li>• Customer service.</li> <li>• Team working.</li> <li>• Revenue protection.</li> </ul> |  |
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