

6106-002/502 Level 2 Cookery and
Service for the
Hospitality Industry

Version 1.0 – October 2017

Sample Mark Scheme

1	
a) State two different food specific legislations that relate to the preparation and service of food items in a staff canteen.	(2 marks)
b) Explain the potential implications of non-compliance with one of the legislations identified in a).	(4 marks)
<p>Answer:</p> <p>a)</p> <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Food Safety regulations. • Food Information for Consumers regulations. • Weights and Measures. • Sale and Supply of Goods. <p>b)</p> <p>1 mark each for any of the following, with a maximum of 2 marks each for identification of potential implications, to a maximum of 4 marks: Answers should specifically relate to one of the legislations identified in (a):</p> <p>Food Safety Regulations</p> <ul style="list-style-type: none"> • Unsafe food is served to customers (1), resulting in potentially negative impacts on customers, such as illness/food poisoning (1). • Serving of unsafe food and its subsequent consequences can result in prosecution or imprisonment (1). • Evidence of non-compliance with food safety regulations will result in a lack of customer confidence, meaning reduced reputation/loss of repeat business (1); this can ultimately lead to a lack of revenue for the business (1). <p>Food Information for Consumers Regulations</p> <ul style="list-style-type: none"> • Non-compliance (incorrect/lack of information) can result in unsafe food being served to customers (1), resulting in potentially negative impacts on customers e.g. allergic reactions/anaphylactic shock (1). • Failing to comply (transparency of ingredients) can result in prosecution or imprisonment (1). • Evidence of non-compliance will result in a lack of customer confidence, meaning reduced reputation/loss of repeat business (1); this can ultimately lead to a lack of revenue for the business (1). <p>Weights and Measures/Sale and Supply of Goods</p> <ul style="list-style-type: none"> • Sale of incorrect measures (e.g. alcohol) can have a damaging impact on customers (e.g. health) (1). • Serving incorrect quantities (e.g. under-serving, over-serving) can result in legal action, e.g. prosecution or imprisonment (1). • Evidence of non-compliance will result in a lack of customer confidence, meaning reduced reputation/loss of repeat business (1); this can ultimately lead to a lack of revenue for the business (1). 	

2	
State four job roles available at operative level within a contract catering company.	(4 marks)
<p>Answer: 1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Front line operative. • Commis chef. • Catering assistant. • Counter assistant. • Cleaner. • Kitchen porter. 	

3	
Describe the impact that web-based technology has had on the fast food industry.	(4 marks)
<p>Answer: 1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Online feedback – means that information on restaurants is now readily available to customers, allowing improved comparability/measurability (1) between restaurants; Restaurant behaviour is likely to be impacted/linked to feedback, e.g. improvements made, promotions developed etc. (1). • E-marketing – improves accessibility, more potential for a wider audience base (1). Allows better monitoring of marketing impact, allowing restaurants to improve marketing (e.g. targeted audience) (1). • Electronic payments – improved security means customers are more likely to purchase online (1). • Security – increased online use means industry has to have improved controls on security (E.g. data protection) (1). • Improved training opportunities – online training can improve efficiency of staff training for large corporations (1). 	

4	
Explain why a restaurant would source asparagus from a local supplier.	(4 marks)
<p>Answer: 1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • To ensure traceability (1), and thus ability to control quality/flavour of sourced goods (1). • To reduce food miles (1), which will control/reduce costs to the business (1), and help the environment (1). • To purchase fresh produce (1) by buying within season (1). • To provide a unique selling point - of promoting the restaurant as sustainable (1) and supportive of the local economy (1). 	

5

State the equipment needed for the service of filtered coffee at the table.

(4 marks)

Answer:

1 mark each for any of the following, to a maximum of 2 marks:

- Coffee pot.
- Coffee cup, saucer and spoon.
- Sugar bowl.
- Cream/milk jug.
- Salver/service tray.

Note, that the following would **not** constitute as acceptable answers and should not be awarded any marks.

- Table.
- Tablecloth.

6

Explain why vegetables are diced in the production of a stew.

(4 marks)

Answer:

1 mark each for any of the following, to a maximum of 4 marks:

- To manage presentation (1) for visual appeal (1).
- To manage suitability for consumption (1) through the provision of bite-sized pieces (1).
- To maintain consistency and balance with other ingredients (1); to ensure even cooking, for suitability of serving (1).
- To ensure portion control (1) to manage cost-effectiveness of production (1).

A hotel is catering for an awards evening function where 100 guests will be attending a celebration dinner.

Discuss the steps that the kitchen team need to take to ensure the function is a success.

(9 marks)

Answer:

Indicative content:

- Type of commodities to be used – fresh / convenience.
- Production method – centralised/conventional/ cook and hold.
- Dietary requirements – special diets, allergens.
- Technical skills – cooking methods.
- Service style/methods.
- Safe working practices.
- Legislation adherence.
- Portion control.
- Waste management.
- Quality control.
- Temperature control.
- Liaison with front of house team.
- Liaison with third parties contributing to the event.

Band 1 (1-3 marks)

Basic one sided discussion, with few examples used to illustrate a clear understanding of the industry and the considerations needed for the given scenario. The limited considerations highlighted generally have limited or no relevance to the overall impact of the success of the event. Candidate focuses their answer on a specific role within the kitchen team, thus limiting the depth of their overall response. No rationale/conclusion shown as to how the success of the event can be managed.

Band 2 (4-6 marks)

Detailed discussion that focuses on a small range of specific considerations, with the impact of some of the considerations highlighted. Answer is largely focused on the kitchen team, incorporating all roles – but with limited recognition of the wider team. Suggests some potential control measures or actions to manage the impact of the considerations. Some evidence of a conclusion made, with some rationalisation made of the extent of management of different factors on the overall success of the event.

Band 3 (7-9 marks)

Comprehensive and clear discussion, that is well-considered and balanced. Fully integrates links between a suite of different considerations, and the varied impact that they have on the potential success of the event. Comprehensive understanding of the kitchen team, clearly linked to all other potential parties involved in the event. A clear distinction made between the client and the guest. Discusses controls to manage/limit the impacts outlined, highlighting contingencies and providing some distinction between the impacts of different control measures. Distinguishes effectiveness with appreciation of broader impact (E.g. impact vs cost). A solid conclusion reached that rationalises the impact of considerations and manages the success of the event.