

Qualification title: Level 2 Technical Award in
Cookery and Service for the
Hospitality Industry

Exam title: Level 2 Cookery and Service for the
Hospitality Industry - Theory exam

Series: April 2017



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

2	
Describe six opportunities that staff can benefit from when working for an international hotel company.	
(6 marks)	
Answer:	
1 mark each for any of the following, to a maximum of 6 marks:	
<ul style="list-style-type: none"> • Potential for rapid career progression. • Opportunity for overseas travel. • Transfer between outlets in the same company. • Flexible working hours. • Bonuses and rewards. • Staff accommodation. • Meals on duty/Uniforms. • Product and service discounts. 	
Test spec reference:	Total marks: 6

3

Describe the impact that web-based technology has had on the fast food industry.

(6 marks)

Answer:

1 mark each for any of the following, to a maximum of 6 marks:

- 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).

Total marks: 6

4
<p>a) State two different food specific legislations that relate to the preparation and service of food items in a staff canteen. (2 marks)</p> <p>b) Explain the potential implications of non-compliance with one of the legislations identified in a). (4 marks)</p>
<p>Answer:</p> <p>a) 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) 1 mark each for any of the following, 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).
Total marks: 6

5
Describe how the hospitality industry contributes to the UK economy. (4 marks)
Answer: 1 mark each for any of the following, to a maximum of 4 marks: <ul style="list-style-type: none">• Taxes - government taxes (VAT, corporate taxes, Income Tax) on businesses in the industry provide money for the government to spend on the economy (1).• Employment – e.g. provides a wide range of job opportunities (1); scale of employment (1).• Spending from overseas visitors – generating food tourism that supports sub-industries (1).• Purchasing local produce - spend on local produce supports local/internal businesses/ancillary industries (1).
Total marks: 4

Evaluate the impact of current environmental issues on the hospitality industry.

(9 marks)

Answer:

Indicative content:

Candidate's discussion may include, but is not limited to, the impact of the following environmental issues:

- Waste management – costs to businesses of optimal waste disposal; different waste management methodologies (e.g. WRAP).
- Recycling – ability to recycle, pressure to recycle, legal impacts, cost implications.
- Energy consumption – different energy management methodologies, types of energy used.
- Sustainability – food sourcing and service, locally grown, organic, reusable, ethical production.
- Packaging – type of packaging used, recyclability, sustainability; customer perceptions.
- Sourcing of ingredients, provenance.
- Carbon footprint – sourcing of locally produced products; impact of food miles.
- Animal welfare – consumer awareness and demand for ethically sourced foods (e.g. milk, meat); change in dietary requirements (e.g. increased vegetarianism, veganism; nutritional demands).
- Ethical trading – consumer awareness and demand for ethically-sourced foods (e.g. from sustainable sources, money going to local communities).

Band 1 (1-3 marks)

Basic evaluation, with a limited range of issues identified that illustrate a headline understanding of what constitutes an environmental issue. Points raised were unclear and often inaccurate or irrelevant, or not contextualised to the hospitality industry. Limited or no links have been made between the issues identified, and the impact on the hospitality industry. Candidate focus is limited to a single aspect of the hospitality industry. Limited or no conclusions drawn.

Band 2 (4-6 marks)

Detailed evaluation, with a range of issues identified that show a firm understanding of the environmental issues faced by the hospitality industry. Identified some of the key causes of the issues. Linkages between environmental issue and impact on the hospitality industry are well considered and clear. A range of hospitality sub-sectors are considered. Candidate shows some limited understanding of the consequences of non-action, in quite broad terms. Some evidence of a conclusion made, with some rationalisation made of the extent of impact of different factors.

Band 3 (7-9 marks)

Comprehensive and clear evaluation made, that is well-considered and balanced. Fully integrates links between a suite of different environmental issues, and the varied impact that they have on the breadth of sub-sectors of the hospitality industry. A clear conclusion is made, that shows a fully justified rationalisation of the extent of different impacts, alongside consideration of impacts wider than the environment, e.g. an understanding of the pros and cons of investment and output (e.g. supporting the environment can be detrimental to business/profit).

Total marks: 9

7
Name four food groups with an example of each. (4 marks)
<p>Answer:</p> <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Dry goods – flour, sugar, coffee. • Liquids – oil, wine. • Dairy – milk, cheese, butter, cream. • Meat – beef, pork, lamb. • Poultry and game – chicken, duck, turkey, pheasant, venison. • Fish – cod, plaice, sole, mackerel. • Shellfish – mussels, prawns, crab, lobster. • Fruit – apples, pears, melon, apricot, peach, grapes. • Vegetables – potato, carrot, cauliflower, cabbage, courgette, asparagus.
Total marks: 4

8
Explain why a restaurant would source asparagus from a local supplier. (4 marks)
<p>Answer:</p> <p>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 within season. • To provide a unique selling point - of promoting the restaurant as sustainable (1) and supportive of the local economy (1).
Total marks: 4

9
a) Name four possible allergens that could be identified in a seafood risotto. (4 marks)
b) Explain the legal responsibilities of restaurants that serve seafood dishes. (2 marks)
Answer:
a)
1 mark each for any of the following, to a maximum of 4 marks:
<ul style="list-style-type: none"> • Milk products – cheese. • Fish. • Crustaceans. • Molluscs.
b)
1 mark each for any of the following, to a maximum of 2 marks:
<ul style="list-style-type: none"> • All allergens must be identified on a menu to inform customers (1). • Staff must be trained in allergen identification to be able to advise customers correctly on allergens (1). • Foods must be clearly labelled (1). • Procedures must be implemented to eliminate cross contamination (1).
Total marks: 6

10
Describe the factors that customers consider when making menu choices. (4 marks)
Answer:
1 mark each for any of the following, to a maximum of 4 marks:
<ul style="list-style-type: none"> • Balanced dishes. • Healthy choices available. • Food intolerances are catered for. • Allergens are identified. • Lifestyle choices/special occasions are catered for. • Religious diets are considered. • Cultural requirements are catered for. • Alternatives are offered for diabetic, gluten free diets.
Total marks: 4

11
<p>a) Explain the importance of applying technical skills when preparing and cooking food. (5 marks)</p> <p>b) Describe the purpose of using the following skills, giving an example of a dish when each would be used.</p> <p>i. Whisking. (1 mark)</p> <p>ii. Folding. (1 mark)</p> <p>iii. Shredding. (1 mark)</p>
<p>Answer:</p> <p>a) 1 mark each for any of the following, to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • To maintain efficiency (1). • To ensure safety, ensuring the correct method of preparation is used to avoid harm to self (e.g. knife-cutting skills) (1). • To maintain quality, to ensure food is prepared and cooked to defined specification and highest-quality standards (1). • To minimise waste, managing overall profitability (1). • To produce the required portions, to meet legal requirements (1); meet customer expectations (1). <p>b)</p> <p>i. 1 mark each for any of the following, to a maximum of 1 mark: Whisking – to incorporate air into a mixture to increase volume and lightness (1) e.g. Meringues</p> <p>ii. 1 mark each for any of the following, to a maximum of 1 mark: Folding – to allow heavier ingredients to be added to a mixture without causing loss of air (1) e.g. Sponges</p> <p>iii. 1 mark each for any of the following, to a maximum of 1 mark: Shredding – to ensure consistency by finely slicing ingredients (1), e.g. coleslaw, braised cabbage.</p>
Total marks: 8

12

- a) Describe the importance of **each** stage of the service sequence for a dinner service in a fine dining restaurant. (4 marks)
- b) Explain the importance of the communication skills a waiter should use when interacting with customers. (2 marks)

Answer:

a)

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

- Planning and preparation - to ensure the tables are allocated and set according to the bookings and service style for the menu (1).
- Arrival of customers - checking bookings, seating and order taking – to set first good impressions, meet customer expectations (1).
- Service of each course - maintaining service throughout the meal/attention to detail, including cutlery changes and clearing after each course (1), checking/ensuring customer satisfaction (e.g. offering drinks, replenishing water) (1).
- Payment process, final satisfaction checks, customer departure – guaranteeing payment to the restaurant (1), setting expectations/opening up opportunities for repeat business (1).

b)

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

- Verbal communication with the customer to explain the menu, take orders, check requirements to build rapport (1), set expectations (1).
- Non-verbal communication through eye contact and body language to make the customer feel welcome/valued (1) and to enhance communication (1).
- Receiving and responding to customer feedback positively to deal with issues and to avoid complaints (1).

Total marks: 6

13

- 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.

Total marks: 4

A front of house team needs to prepare for serving a wedding buffet in a marquee for 200 guests.

Discuss the considerations needed to manage the success of the event.

(9 marks)

Answer:

Indicative content:

Candidate's discussion may include, but is not limited to, the impact of the following considerations:

- Menu (content, design).
- Dietary requirements.
- Preventing cross contamination.
- Identification of allergens.
- Control of temperatures.
- Timings for service.
- Portion sizes.
- Communications with kitchen/bar staff.
- Table/seating plan.
- Buffet service – flow/number of buffet tables.
- Staffing – allocation of roles, and responsibilities.
- Communication with customers.
- Access requirements.
- Location of the kitchen.
- Service of drink – reception drinks, wine service, drink for the toast.
- Bar arrangements.

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 front of house 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 front of house 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 front of house 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.

Total marks: 9