

**Qualification: 6106-20-002/502**

**Level 2 Technical Award in Cookery and Service for the Hospitality Industry**

**Level 2 Cookery and Service for the Hospitality Industry - Theory exam (1)**

**June 2018**

1	State <b>four</b> types of restaurant.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<b>1 mark each for any of the following, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• Branded.</li> <li>• Independent.</li> <li>• Fast food.</li> <li>• Take away.</li> <li>• Theme.</li> <li>• Ethnic.</li> <li>• Café.</li> <li>• Canteen.</li> <li>• Bistro/Brasserie.</li> </ul>		<b>4</b>
2	Describe <b>four</b> ways in which the hospitality industry affects employment in the UK.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<b>1 mark each for any of the following, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• Supports job creation.</li> <li>• Provides a wide range of job opportunities (1) for varying skill levels (1).</li> <li>• Does not discriminate against age.</li> <li>• Provides opportunities for part time workers/returners/second careers.</li> <li>• Provides UK wide job opportunities.</li> <li>• Supports career progression.</li> <li>• Supports the success of large/national events.</li> <li>• Supports service industries/suppliers/growers.</li> </ul>		<b>4</b>

3	Explain the key features of a budget hotel.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</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>• Standardised rooms (1) <ul style="list-style-type: none"> <li>○ to ensure consistent standards are maintained (1)</li> <li>○ to reduce the costs of cleaning/maintenance (1)</li> <li>○ to maintain familiarity for customers (1).</li> </ul> </li> <li>• Paid for in advance (1) <ul style="list-style-type: none"> <li>○ to reduce staff costs (1).</li> </ul> </li> <li>• Automated check-in/out (1) <ul style="list-style-type: none"> <li>○ to speed up the process (1).</li> </ul> </li> <li>• Usually located near transport options / have parking facilities (1) <ul style="list-style-type: none"> <li>○ for customer convenience.</li> </ul> </li> <li>• Basic facilities (1) / Low ratio of staff to customers (1) <ul style="list-style-type: none"> <li>○ to keep costs low (1).</li> </ul> </li> </ul>		<b>4</b>
4	Explain how a business can comply with the Data Protections Act 1998.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</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>• Acquiring customer consent before using/sharing (1) so that it can be used (1).</li> <li>• Securing sensitive data (1) to ensure it is not spread beyond the limits of its requirements (1).</li> <li>• Information on individuals must be made available to them (1) if requested (1) to comply with individual rights (1).</li> <li>• Review of personal data (1) <ul style="list-style-type: none"> <li>○ to maintain up-to-date records (1)</li> <li>○ to securely dispose/shred/destroy/delete any personal data which is out of date/irrelevant (1).</li> </ul> </li> <li>• Securing all personal data (1) so that it is not accessed by unauthorised personnel (1).</li> </ul>		<b>4</b>

5	Explain how restaurant menus have changed as a result of healthy eating trends.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p><b>1 mark each for any of the following, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>• A wider range of food items offered (1) <ul style="list-style-type: none"> <li>○ to meet customer lifestyle choices (1)</li> <li>○ to meet customer dietary requirements (1)</li> <li>○ to reach a wider target audience (1).</li> </ul> </li> <li>• Provides opportunities for new promotion activities (1) <ul style="list-style-type: none"> <li>○ to attract new business (1) and increase sales (1)</li> <li>○ to promote new dishes/menu range/concepts (1).</li> </ul> </li> <li>• Prompts a change to/reworking recipes (1) and cooking methods (1) <ul style="list-style-type: none"> <li>○ to make them healthy (1).</li> </ul> </li> <li>• Labelling menus to display healthier food items (1) <ul style="list-style-type: none"> <li>○ to highlight specific dishes (1)</li> <li>○ to inform customers (1).</li> </ul> </li> </ul>		<b>6</b>
6	State <b>four</b> benefits to a restaurant of using an on-line booking system.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</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>• Convenience.</li> <li>• Standardisation.</li> <li>• Improves processing speed.</li> <li>• Up-to-date records.</li> <li>• Links to other systems (e.g. check-in).</li> <li>• Reduces paperwork.</li> <li>• Reduces costs.</li> <li>• Reduces errors.</li> </ul>		<b>4</b>
7	A new coffee shop is opening in a busy city centre location. Discuss the factors the team of baristas should take into account when planning for the service throughout the day.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p><b>Band 1 (1-3 marks)</b>  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 considerations highlighted generally have limited relevance to the overall impact of the success of the service.  Candidate focuses their answer on a specific responsibility of one member within the team, thus limiting</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> <li>• Service schedule.</li> <li>• Product knowledge.</li> <li>• Communication.</li> <li>• Dietary requirements.</li> <li>• Timings for service.</li> <li>• Maintaining seating areas.</li> </ul>	<b>9</b>

	<p>the depth of their overall response. No rationale/conclusion shown as to how the success of the service can be planned.</p> <p><b>Band 2 (4-6 marks)</b> 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 a specific role, incorporating all responsibilities – 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 planning of different factors on the overall success of the service.</p> <p><b>Band 3 (7-9 marks)</b> 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 service. Comprehensive understanding of all members of the team, clearly linked to all other potential parties involved in the services. 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 service.</p>	<ul style="list-style-type: none"> <li>• Staffing levels: roles and responsibilities.</li> <li>• Customer service.</li> <li>• Ambiance/theme.</li> <li>• Style of service.</li> <li>• Promotion and marketing.</li> <li>• Legislation.</li> <li>• Stock levels.</li> <li>• Resources (physical).</li> <li>• Food offer.</li> </ul> <p><b><i>For no awardable content, award 0 marks.</i></b></p>	
8	Explain the benefits to a hospital of using convenience products in their food outlets.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p><b>1 mark each for any of the following, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>• Uses fewer cooking equipment (1) which reduces the amount of equipment needed (1).</li> <li>• Reduces the amount of perishable foods used (1) which minimises food wastage (1).</li> <li>• Items are prepared in set packets (1) which helps maintain portion control (1).</li> <li>• Items require less preparation time (1) /</li> <li>• Items require fewer skills to prepare (1) which minimises staff costs (1).</li> <li>• Products are made to a consistent standard (1) which maintains required quality (1).</li> <li>• Set suppliers/purchasing specifications (1) <ul style="list-style-type: none"> <li>○ to meet allergen/legislation requirements (1)</li> <li>○ which helps manage costs (1).</li> </ul> </li> <li>• Able to produce large amounts of food quickly (1) to meet the needs of their centralised production (1).</li> </ul>		6



11	Explain the consequences of serving a Bakewell tart to a customer with a nut allergy.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</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>• The customer could have an adverse reaction to the ground almonds (1) resulting in an anaphylactic shock (1).</li> <li>• The restaurant would have breached legislation / could be prosecuted (1) which could leading to fines/imprisonment (1).</li> <li>• The restaurant would suffer damage to their reputation / receive bad publicity (1) resulting in loss of business (1).</li> </ul>		<b>4</b>
12	Explain the benefits to a restaurant of <b>each</b> of the following food production methods. a) Cook chill. b) Call order.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<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>• Prepared in bulk (1) <ul style="list-style-type: none"> <li>○ which is more cost effective (1)</li> <li>○ which saves preparation time (1).</li> </ul> </li> <li>• Requires lower staffing levels (1) <ul style="list-style-type: none"> <li>○ which reduces staff costs (1).</li> </ul> </li> <li>• Food is prepared and chilled in advance (1) <ul style="list-style-type: none"> <li>○ and can be regenerated at different service points (1).</li> </ul> </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>• Items are freshly cooked (1) <ul style="list-style-type: none"> <li>○ which helps avoid wastage (1)</li> <li>○ resulting in higher quality results (1).</li> </ul> </li> <li>• Items can be cooked to customer preference (1) <ul style="list-style-type: none"> <li>○ which helps avoid/reduce complaints (1)</li> <li>○ which meets customer requirements (1).</li> </ul> </li> </ul>		<p><b>a) 2</b></p> <p><b>b) 2</b></p>

13	State <b>four</b> types of spirits.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<b>1 mark each for any of the following, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• (Spiced) Rum.</li> <li>• Whisky/single malt/bourbon.</li> <li>• Gin.</li> <li>• Vodka.</li> <li>• Tequila.</li> <li>• Brandy.</li> </ul>	<b>Do not accept:</b> Brand name alternatives.	<b>4</b>
14	Explain how to plan correctly for a dinner service.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<b>1 mark each for any of the following, to a maximum of 6 marks:</b> <ul style="list-style-type: none"> <li>• Having the right staff levels (1) <ul style="list-style-type: none"> <li>○ to ensure a smooth service (1)</li> <li>○ to meet the volume of business (1).</li> </ul> </li> <li>• Have staff that are trained/skilled (1) <ul style="list-style-type: none"> <li>○ to maintain service standards (1).</li> </ul> </li> <li>• Get resources are in place (1) <ul style="list-style-type: none"> <li>○ to prevent gaps in service/waiting times (1).</li> </ul> </li> <li>• Check customer requirements (1) <ul style="list-style-type: none"> <li>○ to meet their needs (1)</li> <li>○ to ensure customer satisfaction (1)</li> <li>○ to help avoid complaints (1).</li> </ul> </li> <li>• Contingency plans in place (1) <ul style="list-style-type: none"> <li>○ to ensure a smooth service (1).</li> </ul> </li> <li>• Knowing the service requirements/details (1) <ul style="list-style-type: none"> <li>○ to allow sufficient time for preparation (1).</li> </ul> </li> </ul>		<b>6</b>
15	A kitchen manager at a school is planning for a lunch time service for 300 students. Discuss the factors to consider for the service.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<b>Band 1 (1-3 marks)</b> A 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 considerations highlighted generally have limited relevance to the overall success of the service. No rationale/conclusion shown as to how the success of the service can be managed.	Indicative content: <ul style="list-style-type: none"> <li>• Menu (content, design).</li> <li>• Dietary requirements.</li> <li>• Preventing cross contamination.</li> <li>• Identification of allergens.</li> <li>• Control of temperatures.</li> <li>• Timings for service.</li> <li>• Portion sizes.</li> </ul>	<b>9</b>

	<p><b>Band 2 (4-6 marks)</b>  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 one team, incorporating most 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 service.</p> <p><b>Band 3 (7-9 marks)</b>  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 service.  Comprehensive understanding of roles across all teams and is clearly linked to all other potential parties involved in the service.  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 service.</p>	<ul style="list-style-type: none"> <li>• Communications with kitchen</li> <li>• Table/seating plan.</li> <li>• Staffing – allocation of roles, and responsibilities.</li> <li>• Communication with customers.</li> <li>• Service style/methods (flow of service)</li> <li>• Food production method.</li> <li>• Safe working practices</li> <li>• Legislation adherence</li> </ul> <p><b><i>For no awardable content, award 0 marks.</i></b></p>	
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