

**Level 2 Technical Award in Cookery and Service for  
the Hospitality Industry**  
**Level 2 Cookery and Service for the Hospitality  
Industry - 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 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Floor supervisor.</li> <li>• Shift leader.</li> <li>• Chef de partie.</li> <li>• Chef de rang.</li> <li>• Bar supervisor.</li> <li>• Event co-ordinator.</li> <li>• Host.</li> </ul>		4
2	<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>• Verbal.</li> <li>• Written.</li> <li>• Listening.</li> <li>• Body language.</li> </ul>		4
3	<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>• Country.</li> <li>• City.</li> <li>• Airport.</li> <li>• Extended stay.</li> <li>• Serviced apartments.</li> <li>• Resort.</li> <li>• Budget.</li> <li>• Hostels.</li> <li>• Bed and breakfast.</li> </ul>		4
4	<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>• 24 hour room service available (1), <ul style="list-style-type: none"> <li>○ which allows the customer to order food and beverages (1).</li> </ul> </li> <li>• Guest are made to feel important/valued (1), <ul style="list-style-type: none"> <li>○ by providing a personal service based on previous stays/booking information (1).</li> </ul> </li> <li>• Guests received a dedicated service from the concierge team (1),</li> </ul>		6

	<ul style="list-style-type: none"> <li>○ by facilitating guest requests (1)</li> <li>○ by providing a personal/discreet service (1).</li> <li>● Guests do not have to organise own transport (1), <ul style="list-style-type: none"> <li>○ as a complimentary chauffeur service is offered (1).</li> </ul> </li> <li>● Guests are welcomed 24 hours a day (1), <ul style="list-style-type: none"> <li>○ by a dedicated 24 hours reception team (1)</li> <li>○ with multilingual staff (1).</li> </ul> </li> <li>● Guests have a selection of high end restaurants to enjoy (1) /</li> <li>● Guests have a choice of lounge/bar areas (1) <ul style="list-style-type: none"> <li>○ to meet individual needs (1)</li> <li>○ provide a variety of dining experiences (1).</li> </ul> </li> <li>● Guests will have access to business services (1), <ul style="list-style-type: none"> <li>○ allowing guests to continue with business/work without leaving the premises (1).</li> <li>○ which meets business customer needs (1).</li> </ul> </li> <li>● Guests will have access to a complete spa/gym experience (1), <ul style="list-style-type: none"> <li>○ To allow guests to relax/recuperate (1)</li> <li>○ To allow guests to maintain their fitness routines (1).</li> </ul> </li> <li>● Guests will be provided with luxurious accommodation (1), <ul style="list-style-type: none"> <li>○ to meet customer expectations (1)</li> <li>○ to provide a special experience (1).</li> </ul> </li> <li>● Guests are provided with high levels of assistance throughout their stay (1), <ul style="list-style-type: none"> <li>○ to ensure their needs are met/anticipated (1).</li> </ul> </li> <li>●</li> </ul>		
5	<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>● Increased ordering from smart phone/devices (1), <ul style="list-style-type: none"> <li>○ making it easier for customers to order (1).</li> <li>○ customers can view menu before going to the establishment (1).</li> </ul> </li> <li>● Table top checkout/ordering using tablets/apps (1), <ul style="list-style-type: none"> <li>○ allowing customers able to check out/order/pay bills from table (1)</li> <li>○ allows customers to pay bills without waiting for staff (1).</li> </ul> </li> <li>● Digital menus (1), <ul style="list-style-type: none"> <li>○ provides more in-depth information about food/beverages (1).</li> </ul> </li> <li>● Online coupons (1), <ul style="list-style-type: none"> <li>○ giving customers better deals (1).</li> </ul> </li> </ul>		4

	<ul style="list-style-type: none"> <li>• Tracking inventory/sales (1), <ul style="list-style-type: none"> <li>○ the use of tablets when ordering provides a direct link to the stock control system (1) which keep staff updated on portions available (1).</li> </ul> </li> <li>• Monitoring and updating social media (1) <ul style="list-style-type: none"> <li>○ enables businesses to monitor social media feedback (1)</li> <li>○ react/respond directly and quickly (1)</li> <li>○ ensuring that any negative feedback is reduced (1).</li> </ul> </li> <li>• Digital payments/contactless (1) <ul style="list-style-type: none"> <li>○ allows customers to pay quickly (1).</li> </ul> </li> <li>• Direct marketing/promotion (1), <ul style="list-style-type: none"> <li>○ business can promote/market to target markets in a personalised way (1)</li> <li>○ providing the business with customer information (1).</li> </ul> </li> </ul>		
<b>6</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>• To clean glassware/service equipment (1) <ul style="list-style-type: none"> <li>○ to maintain hygiene standards (1)</li> <li>○ to comply with legislation (1)</li> <li>○ to maintain presentation standards (1)</li> <li>○ to meet customer expectations (1).</li> </ul> </li> <li>• Keep the wine store clean and tidy (1) <ul style="list-style-type: none"> <li>○ to maintain quality of stock (1)</li> <li>○ to comply with legislation (1)</li> <li>○ to locate stock more easily (1)</li> <li>○ to maintain standards/professionalism (1).</li> </ul> </li> <li>• Take customer orders (1) <ul style="list-style-type: none"> <li>○ to meet customer requirements (1)</li> <li>○ to be able to prepare/serve wine (1)</li> <li>○ to be able to bill customers accurately (1).</li> </ul> </li> <li>• Present and serve wine (1) <ul style="list-style-type: none"> <li>○ to confirm it is correct (1)</li> <li>○ to check quality (1)</li> <li>○ to allow customer to taste (1)</li> <li>○ to provide the service (1).</li> </ul> </li> <li>• Make recommendations to customers (1) <ul style="list-style-type: none"> <li>○ to enhance the meal experience (1)</li> <li>○ to meet customer individual needs (1)</li> <li>○ to help increase sales (1).</li> </ul> </li> </ul>		<b>4</b>
<b>7</b>	<p><b>Band 1 (1 – 3 marks)</b> Basic one sided discussion, with few examples used to illustrate a clear understanding of the impacts and considerations needed for the given scenario. The considerations highlighted have</p>	<p><b>Indicative content:</b></p> <ul style="list-style-type: none"> <li>• Stock control.</li> <li>• Cost control.</li> <li>• Quality control.</li> </ul>	<b>9</b>

	<p>limited relevance to the overall impact of the successful running of a professional kitchen. Candidate focuses their answer on a few specific factors thus limiting the breadth of their overall response. No rationale/conclusion shown as to how factors can be controlled to ensure smooth running of service.</p> <p><b>Band 2 (4 – 6 marks)</b> Detailed discussion that focuses on a range of specific factors, with the impact of some of the factors has been highlighted. Suggests some potential control measures or actions to manage the impact. Some evidence of a conclusion made, with some rationalisation made of the extent of management of different factors on the overall success of the kitchen.</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 factors, and the varied impact that they have on the potential success of the kitchen 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 kitchen.</p>	<ul style="list-style-type: none"> <li>• Type of products.</li> <li>• Production methods.</li> <li>• Meal occasions.</li> <li>• Allergies.</li> <li>• Dietary requirements.</li> <li>• Technical skill of staff.</li> <li>• Type of establishment.</li> <li>• Local/provenance.</li> <li>• Environmental.</li> </ul>	
<b>8ai</b>	<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>• Chicken.</li> <li>• Duck.</li> <li>• Turkey.</li> <li>• Goose.</li> </ul>		<b>2</b>
<b>8aii</b>	<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>• Grouse.</li> <li>• Rabbit.</li> <li>• Venison.</li> </ul>		<b>2</b>
<b>8b</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>• Skin (1) <ul style="list-style-type: none"> <li>○ to ensure the flesh is intact (1)</li> <li>○ to ensure there are no cuts on the skin (1).</li> </ul> </li> <li>• No blood patches on the body (1)</li> </ul>		<b>4</b>

	<ul style="list-style-type: none"> <li>○ to ensure they are not damaged/suffered trauma (1).</li> <li>• Bones (1) <ul style="list-style-type: none"> <li>○ to ensure they are not broken/splintered (1)</li> <li>○ to ensure the breast bone is pliable (1).</li> </ul> </li> <li>• Breast meat (1) <ul style="list-style-type: none"> <li>○ to ensure it is plump and firm (1).</li> </ul> </li> <li>• Colour (1) <ul style="list-style-type: none"> <li>○ to ensure the skin is pale (1).</li> </ul> </li> <li>• Smell (1) <ul style="list-style-type: none"> <li>○ to ensure the meat is fresh (1)</li> <li>○ to ensure there is no ammonia smell (1).</li> </ul> </li> <li>• Fat (1) <ul style="list-style-type: none"> <li>○ to ensure there is not an excessive amount on bird/in the cavity (1).</li> </ul> </li> <li>• No pink liquid (1) <ul style="list-style-type: none"> <li>○ to ensure there is no indication that the product is thawing (1).</li> </ul> </li> </ul>		
<b>9a</b>	<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>• Eggs.</li> <li>• Gluten.</li> <li>• Milk.</li> </ul>		<b>2</b>
<b>9b</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>• Check ingredients of all commodities (1) to identify traces of allergens (1).</li> <li>• Follow food safety practices (1) to prevent cross contamination (1).</li> <li>• Label food correctly (1) <ul style="list-style-type: none"> <li>○ so they can be stored appropriately (1)</li> <li>○ to help identify ingredients in the future (1).</li> </ul> </li> <li>• Check with suppliers (1) for changes of ingredients in convenience products (1).</li> <li>• Store major allergens separately (1) to prevent cross-contamination (1).</li> <li>• Brief front of house staff on dish-specific allergens / update/maintain allergen book (1) to inform customers / comply with legislation (1).</li> </ul>		<b>4</b>
<b>10</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>• Use a sharp knife (1) to prevent the knife from slipping (1).</li> <li>• Use the correct technique/claw method (1) to ensure that the knife does not cut fingers (1).</li> </ul>		<b>6</b>

	<ul style="list-style-type: none"> <li>• Secure the board with a non-slip cloth / use a non-stick mat (1) to prevent the board from slipping when chopping (1).</li> <li>• Stay focused/do not get distracted (1) to reduce the risk of accidents (1).</li> <li>• Create a flat surface on the food item (1) to make it stable /prevent item slipping (1).</li> <li>• Do not hold food in the palm of your hand when chopping / do not use improper techniques (1) to avoid accidents (1).</li> </ul>		
11	<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>• Helps to develop flavour and texture (1) by retaining the moisture in the item (1).</li> <li>• The liquids can also be used to make a sauce (1) to enhance the dish (1).</li> <li>• The low cooking temperature (1) <ul style="list-style-type: none"> <li>○ retains nutrients (1)</li> <li>○ retains delicate flavours (1).</li> </ul> </li> <li>• The gentle cooking process (1) prevents food from breaking up (1).</li> </ul>		4
12	<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>• Alcohol.</li> <li>• Pork.</li> <li>• Pork by-products.</li> <li>• Non-halal meat/poultry.</li> <li>• Black pudding/items containing blood.</li> </ul>		2
13	<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>• Name.</li> <li>• Time.</li> <li>• Cover.</li> <li>• Special request/dietary requirements.</li> <li>• Telephone number.</li> </ul>		4
14a	<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>• Each plate can be standardised (1) which maintains portion/quality control (1).</li> <li>• The presentation of the food (1) <ul style="list-style-type: none"> <li>○ can give a perceived higher level of service (1)</li> <li>○ can provide the opportunity to charge higher prices (1).</li> </ul> </li> <li>• Customer do not need to move from their table (1) making it more comfortable for the customer (1).</li> </ul>		3

	<ul style="list-style-type: none"> <li>Individualised meals (1) to meet the needs of guests (1).</li> </ul>		
14b	<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>Can serve large amount of customers (1) in a short space of time (1).</li> <li>Can offer a range of dishes (1) /</li> <li>Can allow customers to determine own portion size (1), <ul style="list-style-type: none"> <li>to suit customer needs/diets (1).</li> </ul> </li> <li>Can be easy to prepare for service (1) /</li> <li>Can be easy to provide service (1) <ul style="list-style-type: none"> <li>which helps to reduce staffing costs (1).</li> </ul> </li> </ul>		3
15	<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 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.</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 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.</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 event. Comprehensive understanding of the front of house team, clearly linked to all other potential parties involved in the event. 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</p>	<p><b>Indicative content:</b></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>Table/seating plan.</li> <li>Staffing – allocation of roles, and responsibilities.</li> <li>Customer service.</li> <li>Bar arrangements.</li> <li>Room layout.</li> <li>Ambiance/theme.</li> <li>Style of service.</li> <li>Promotion and marketing.</li> <li>Legislation.</li> </ul>	9

	that rationalises the impact of considerations and manages the success of the event.		
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