

**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:**

June 2019

<b>Q1</b>	State <b>four</b> types of businesses found in the hospitality industry.			
				(4 marks)
<b>Q1</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q1</b>	<b>1 mark each for any of the following, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• Hotels (1).</li> <li>• Restaurants (1).</li> <li>• Pubs/bars/nightclubs (1).</li> <li>• Membership clubs (1).</li> <li>• Contract food service suppliers (1).</li> <li>• Events (1).</li> <li>• Service sector catering (1).</li> <li>• Cruise ships (1).</li> <li>• Passenger transport (1).</li> </ul>		<b>4</b>	<b>6106-201.01.02</b>  <b>AO1</b>
<b>LO</b>	1. Understand the size and structure of the UK hospitality industry			

<b>Q2</b>	Explain <b>two</b> external factors that influence the hospitality industry.			
				(4 marks)
<b>Q2</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q2</b>	<b>1 mark each for any of the following external factors, to a maximum of 2 marks, and 1 mark for each explanation to a maximum of 2 marks:</b>	<b>Any named examples would be awarded a mark, e.g., Brexit.</b>	<b>4</b>	<b>6106 - 201.02.01</b>

	<ul style="list-style-type: none"> <li>• Political (1) influence on legislation can result in higher costs for businesses in order to comply with the legislation/reactions to acts of terrorism can result in greater security measures being implemented/which cause disruption for tourists/changes in government policies can impact on the hospitality work force/taxations/levy's (1)</li> <li>• Social (1) influences dictate consumer preferences in terms of which hospitality outlets they choose/what occasions they celebrate/their beliefs or trends can influence the demand for a style of hospitality service/ ethical and sustainability influences how consumers buy and use products (1)</li> <li>• Economic (1) factors like interest rate fluctuations/ exchange rate fluctuations/can impact on the amount of disposable income available to spend on hospitality services (1)</li> <li>• Technological (1) internet marketing/social media influence how businesses advertise and promote their goods and services/ advancements in equipment provide more efficient systems to be used in the hospitality industry (1)</li> <li>• Major events (1) increase tourism and provide a greater range of business opportunities for the hospitality industry (1)</li> </ul>			<b>AO2</b>
<b>LO</b>	2. Understand influences on the hospitality industry			

<b>Q3</b>	Describe <b>two</b> trends that have influenced the hospitality industry.			
	(4 marks)			
<b>Q3</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q3</b>	<b>1 mark each for identification of trend, to a maximum of 2 marks, and 1 mark each for the description, to a maximum of 2 marks:</b>		<b>4</b>	<b>610 6- 201. 02.0 2</b>

	<ul style="list-style-type: none"> <li>• Growth of the industry/brands (1) provides revenue/provides employment (1)</li> <li>• Changing image (1) outlets offer child friendly facilities to encourage families/as diners' favour less formal dining (1)</li> <li>• Healthy eating demands from customers (1) influences menu design/ healthier cooking methods/a range of commodities being used (1)</li> <li>• Environmental issues (1) encourage outlets to be more aware of sourcing products (local/sustainable/ethical)/influences how outlets manage the control of waste (1)</li> <li>• Legislation (1) requires businesses to identify food allergens/to correctly label food packaging (1)</li> <li>• Skills shortage (1) has resulted in greater use of migrant workers/encourages changes to working conditions to attract staff (1)</li> <li>• Media influences (1) via reports/reviews increases customer awareness (1)</li> </ul>			<b>AO2</b>
<b>LO</b>	2. Understand influences on the hospitality industry			

<b>Q4</b>	State <b>four</b> ways social media can improve business growth for a restaurant.			
				(4 marks)
<b>Q4</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q4</b>	<b>1 mark each for any of the following, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• Advertising (1) /promoting/marketing (1)</li> <li>• Instant feedback (1)</li> <li>• Customer profiling (1)</li> <li>• Showcasing of dishes (1)</li> <li>• Sharing restaurant posts (1)</li> </ul>	<b>Award 1 mark for any example provided for each of the bulleted points.</b>	<b>4</b>	<b>610 6- 201 .  03. 02  AO 1</b>
<b>LO</b>	3. Understand the impact of innovation and technology on the hospitality industry			

<b>Q5</b>	State <b>four</b> employability skills that are required to work in the hospitality industry.  <p style="text-align: right;">(4 marks)</p>			
<b>Q5</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q5</b>	<b>1 mark each for any of the following skills, to a maximum of 4 marks:</b> <ul style="list-style-type: none"> <li>• Team working (1)</li> <li>• Punctuality (1)</li> <li>• Reliability (1)</li> <li>• Positive attitude (1)</li> <li>• Adapting to different situations (1)</li> <li>• Personal presentation and appearance (1)</li> <li>• Verbal and written communication (1)</li> <li>• Working safely (1)</li> <li>• Problem solving (1)</li> <li>• Technical skills (1)</li> <li>• Attention to detail (1)</li> </ul>	<b>Accept any other required skills that are not listed.</b>	<b>4</b>	<b>6106 - 201.01.03</b>  <b>AO1</b>
<b>LO</b>	1. Understand the size and structure of the UK hospitality industry			

<b>Q6</b>	Explain <b>three</b> ways in which a commis chef can comply with the Food Safety Act.  <p style="text-align: right;">(6 marks)</p>			
<b>Q6</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q6</b>	<b>1 mark each for identification to a maximum of 3 marks, and 1 mark each for an explanation, to a maximum of 3 marks:</b> <ul style="list-style-type: none"> <li>• Store food correctly (1) to minimise bacterial growth (1)</li> <li>• Inform supervisor if suffering from infectious illness (1) to prevent cross contamination of bacteria (1)</li> <li>• Cook food to 75°C (1) to kill bacteria (1)</li> <li>• Separate cooked and raw food (1) to prevent bacterial cross contamination (1)</li> </ul>	<b>Marks must not be awarded for the same explanation used for different points.</b>  <b>If physical/chemical contamination was mentioned in an answer by the candidate, these should also be accepted.</b>	<b>6</b>	<b>6106 - 201.02.03</b>  <b>AO2</b>

	<ul style="list-style-type: none"> <li>• Wash hands regularly (1) to reduce cross contamination (1)</li> <li>• Inform supervisor of any pest infestation (1) to prevent contamination (1)</li> <li>• Follow HACCAP system (1) to monitor critical control points (1)</li> <li>• Maintain clean working environment (1) to minimise bacteria growth/ to minimise risk of pest infestation (1)</li> <li>• Attend training (1) to improve knowledge and understanding of procedures (1)</li> <li>• Remove wastage correctly (1) to reduce risk of pest infestation/ to maintain a clean working environment/ to reduce risk of physical hazard (1)</li> </ul>			
<b>LO</b>	2. Understand influences on the hospitality industry			

Q7	<p>A country hotel is catering for a large wedding. The hotel will cater for the lunch and an evening party in the marquee.</p> <p>Discuss the requirements the hotel needs to consider when planning for the event.</p> <p style="text-align: right;">(9 marks)</p>			
Q7	Acceptable answer(s)	Guidance	Marks	Ref
Q7	<p><b>Indicative content:</b></p> <ul style="list-style-type: none"> <li>• Resources</li> <li>• Menu</li> <li>• Dietary requirements</li> <li>• Timings of service</li> <li>• Service style/methods</li> <li>• Power supply</li> <li>• Table/seating plan</li> <li>• Staff responsibilities</li> <li>• Food production methods</li> <li>• Legislation</li> <li>• Safe working procedures</li> <li>• Communication</li> <li>• Control of temperatures</li> <li>• Food storage</li> <li>• Beverage provision,</li> <li>• Room layout (staff and customer flow, decorations)</li> <li>• Environment (temperature, lighting)</li> </ul>	<p><b>For no awardable content, award 0 marks.</b></p> <p><b>Band 1 (1-3 marks)</b> Basic one sided discussion, with few examples used to illustrate a limited understanding of the impacts and considerations needed for the given scenario. The considerations highlighted have limited relevance to the overall impact of the successful organisation of the event. 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 the successful organisation of the event.</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 highlighted. Suggests some potential control measures or actions to manage the event. Some evidence of a conclusion made, with some rationalisation made of the extent of management of different actions required to plan, organise, and run the event.</p> <p><b>Band 3 (7- 9 marks)</b></p>	9	<p>6106</p> <p>201.01.02</p> <p>,</p> <p>01.03</p> <p>,</p> <p>02.02</p> <p>,</p> <p>02.03</p> <p>.</p> <p>202.01.02</p> <p>,</p> <p>02.01</p> <p>,</p> <p>02.02</p> <p>,</p> <p>03.01</p> <p>203.01.01</p> <p>01.02</p> <p>,</p> <p>01.03</p>

		Comprehensive and clear discussion, that is well considered and balanced. Fully integrates links between a range of factors, and the varied impact that they have on the success of the event. Discusses controls to manage/limit the impacts outlined, highlighting contingencies and providing some distinction between the impacts of different control measures. Evaluates the success of the outcome with an appreciation of broader impact.		
<b>LO</b>	<b>Integrated question AO4</b>			

<b>Q8</b>	a) Name <b>two</b> allergens stated in the Food Information Regulations.			
	(2 marks)			
<b>Q8</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q8</b>	<p>a)</p> <p><b>1 mark for each allergen, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Cereals containing gluten (1).</li> <li>• Crustaceans (1).</li> <li>• Eggs (1).</li> <li>• Fish (1).</li> <li>• Peanuts (1).</li> <li>• Soybeans (1).</li> <li>• Milk (including lactose) (1).</li> <li>• Nuts (1).</li> <li>• Celery (including celeriac) (1).</li> <li>• Mustard (1).</li> <li>• Sesame (1).</li> <li>• Sulphur dioxide/sulphites (1).</li> <li>• Lupin (1).</li> <li>• Molluscs (1).</li> </ul>		<b>2</b>	<b>6106 - 202.02.01</b>  <b>AO1</b>

<b>LO</b>	2. Understand the impact of allergens and dietary requirements on food production			
<b>Q8</b>	b) For <b>each</b> allergen identified in a) give an example of a dish it can be found in.  (2 marks)			
<b>Q8</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q8</b>	<b>b)</b> <b>1 mark for corresponding dish, to a maximum of 2 marks:</b> <ul style="list-style-type: none"> <li>• Cereals containing gluten <b>e.g.</b>, bread/cakes/gravy/porridge (1)</li> <li>• Crustaceans e.g., prawn cocktail/dressed crabs/lobster thermidor/paella (1)</li> <li>• Eggs e.g., omelette/sponge cakes/meringues (1)</li> <li>• Fish e.g., any suitable fish dish (1)</li> <li>• Peanuts e.g., Chinese spareribs/Satay dishes/peanut butter (1)</li> <li>• Soybeans e.g., Chinese stir fry (1)</li> <li>• Milk (including lactose) e.g., custard/trifle/porridge/ mousse (1)</li> <li>• Nuts e.g., Pesto sauce/Bakewell Tart/Chocolate Brownies (1)</li> <li>• Celery e.g., soups/ Waldorf salad (1)</li> <li>• Mustard e.g., dressings/sauce (1)</li> <li>• Sesame e.g., Tahini (1), buns/bread (1)</li> <li>• Sulphur dioxide/sulphites e.g., beef in red wine sauce (1)</li> <li>• Lupin e.g., types of bread/pastries/pasta (1)</li> <li>• Molluscs e.g., Moules mariner/seafood salads/oysters/snails/deep fried calamari (1)</li> </ul>	Accept any other suitable dish.	<b>2</b>	<b>6106 - 202.02.01</b>  <b>AO1</b>
<b>LO</b>	2. Understand the impact of allergens and dietary requirements on food production			

<b>Q9</b>	Explain <b>three</b> reasons for having accurate portion control when serving food.  (6 marks)			
<b>Q9</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>



Q9	<p><b>1 mark for reason, up to a maximum of 3 marks, and 1 mark for each explanation, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Maintain efficiency of service (1) by producing and serving accurate measures/staff can be trained to know the dish requirements (1)</li> <li>• Minimise waste (1) by ordering the correct quantities of ingredients to meet different types of customer demand/customers will be less likely to waste food if appropriate portions are offered (1)</li> <li>• Uniform portions (1) will ensure that all customers receive a standardised dish/product consistency and the same value for money (1)</li> <li>• Accurate costings (1) can be maintained as dishes can be standardised to maintain the cost of production/ and ensure selling price yields the same profit margins (1)</li> <li>• Customer expectations (1) are maintained as the supply of dishes meets customer demand/and ensures customer satisfaction/customers know what to expect and will return again to enjoy the product/experience (1)</li> </ul>		6	<p>610 6- 202. 03.0 1</p> <p>AO 2</p>
LO	3. Develop technical skills required to produce food for meal occasions			

Q10	<p>State <b>two</b> commodities that belong to <b>each</b> of the following food groups.</p> <p>a) Flower vegetables. (2 marks)</p> <p>b) Shellfish. (2 marks)</p>			
Q10	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
Q10	a) <b>1 mark each for any of the following vegetables, to a maximum of 2 marks:</b>		2	6106 -

	<p><b>Flower vegetables</b></p> <ul style="list-style-type: none"> <li>• Cauliflower (1)</li> <li>• Broccoli (1)</li> <li>• Globe artichoke (1)</li> <li>• Romanesco (1)</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following shellfish, to a maximum of 2 marks:</b></p> <p><b>Shellfish</b></p> <ul style="list-style-type: none"> <li>• Crabs (1)</li> <li>• Oysters (1)</li> <li>• Lobsters (1)</li> <li>• Prawns (1)</li> <li>• Langoustines (1)</li> <li>• Shrimp (1)</li> <li>• Crawfish (1)</li> </ul>		<b>2</b>	<p><b>202.01.01</b></p> <p><b>AO1</b></p>
<b>LO</b>	1. Understand how commodities are used to produce food for meal occasions			

<b>Q11</b>	State <b>four</b> different payment methods that customers can use in a restaurant.			
				(4 marks)
<b>Q11</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q11</b>	<p><b>1 mark each for any of the following payment methods, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Credit/debit card</li> <li>• Cash</li> <li>• Vouchers</li> <li>• Cheque</li> <li>• Apple/ Android Pay</li> </ul>		<b>4</b>	<p><b>6106-203.01.01</b></p> <p><b>AO1</b></p>
<b>LO</b>	<b>1. Understand food and beverage service</b>			

<b>Q12</b>	Describe the <b>most</b> appropriate production method for <b>each</b> of the following meal occasions.			
	a) Breakfast in a small country hotel.			(2 marks)
	b) Patient lunch in a large hospital.			(2 marks)
	c) Carvery dinner in a local pub.			(2 marks)

Q12	Acceptable answer(s)	Guidance	Marks	Ref
Q12	<p>a) <b>1 mark for cooking method, and 1 mark for description, to a maximum of 2 marks:</b> Call order/ cook to order (1) dishes prepared fresh for each customer's order (1)</p> <p>b) <b>1 mark for cooking method, and 1 mark for description, to a maximum of 2 marks:</b>  Centralised production (1) dishes are mass produced and delivered to individual wards (1)</p> <p>c) <b>1 mark for cooking method, and 1 mark for description, to a maximum of 2 marks:</b> Cook and Hot hold (1) dishes are produced in batches to maintain freshness/quick service (1)</p>	Award 1 mark for any appropriate description provided for each method.	2  2  2	6106 - 203. 01.02  AO2
LO	1. Understand how commodities are used to produce food for meal occasions			

Q13	<p>Explain the <b>most</b> appropriate service style for <b>each</b> of the following establishments.</p> <p>a) Fast food outlet. (2 marks)</p> <p>b) Hotel function suite. (2 marks)</p> <p>c) Motorway service station. (2 marks)</p>			
Q13	Acceptable answer(s)	Guidance	Marks	Ref
Q13	<p>a) <b>1 mark for appropriate service style and 1 mark for explanation, to a maximum of 2 marks:</b> Single point of service (1) customers place orders and collect food from service point/ this provides a quick and efficient service (1).</p> <p>b) <b>1 mark for appropriate service style and 1 mark for explanation, to a maximum of 2 marks:</b></p>		2  2	6106 - 203. 01.02  AO2

	<p>Plated/table service (1) food is served pre-plated to standardised portions and presentation/ is used where a lot of people require serving in a short space of time (1).</p> <p><b>c)</b>  <b>1 mark for appropriate service style and 1 mark for explanation, to a maximum of 2 marks:</b>  Self-service/counter service (1) food is displayed for customers to make own selection/ it offers variety and speed of service (1).</p>		2	
<b>LO</b>	1. Understand food and beverage service			

<b>Q14</b>	Explain <b>three</b> ways that convenience products can be used in a catering kitchen to meet production requirements.			
				(6 marks)
<b>Q14</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q14</b>	<p><b>1 mark each for identification to a maximum of 3 marks and 1 mark each for explanations, up to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Restaurants have to offer a wider range of dishes that include healthy food options (1) to attract the growing market of customers (1).</li> <li>• Restaurants are using popular ingredients (1) which aids advertising (1).</li> <li>• Having to offer a wider/new range of ingredients (1) can lead to an increase in cost/ it can lead to an increase in wastage (1).</li> <li>• Restaurants have the opportunity to increase prices for premium products (1) which can increase profit margins as customers are willing to pay more for healthier foods (1).</li> <li>• Restaurants have to adapt cooking methods (1) to produce healthier dishes (1).</li> <li>• Restaurants can maintain quality (1) as dishes are made to a standardised quality taste remains consistent (1).</li> </ul>	<b>To accept any other suitable answer, e.g., super food.</b>	<b>6</b>	<b>6106</b> - <b>202.</b> <b>01.01</b>  <b>A02</b>

	<ul style="list-style-type: none"> <li>Minimise food wastage (1) as food is quickly produced to meet the demands of the customers/as chefs only produce what is needed (1).</li> <li>Accurate portion control (1) assists with stock ordering levels/ controls purchasing needs (1)</li> <li>Improved cost control (1) maintains profit margins as there is a fixed price for each portion/it maintains the control of budgets (1)</li> </ul>			
<b>LO</b>	1.Understand how commodities are used to produce food for meal occasions			

<b>Q15</b>	Discuss the impact that current trends in technology have on the hospitality industry.  (9 marks)			
<b>Q15</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Marks</b>	<b>Ref</b>
<b>Q15</b>	<b>Indicative content</b> <ul style="list-style-type: none"> <li>Customer bookings</li> <li>Food ordering</li> <li>Cooking equipment</li> <li>Production methods</li> <li>Sourcing products</li> <li>Internet marketing</li> <li>Quality review sites</li> <li>Media influence</li> <li>Employment sites</li> <li>Tourism &amp; overseas visitors</li> <li>Health and lifestyle monitoring</li> <li>Data protection legislation</li> </ul>	<p><i><b>For no awardable content, award 0 marks.</b></i></p> <p><b>Band 1 (1-3 marks)</b> Basic one-sided discussion, with few examples used to illustrate a limited understanding of the impacts. The impacts highlighted have limited relevance to the overall changes and advancements of technology. Candidate focuses their answer on a few specific factors thus limiting the breadth of their overall response. No rationale/conclusion shown as to how technology has influenced the industry.</p>	<b>9</b>	<b>6106</b> - <b>201.01.01</b> - <b>01.03</b> , <b>02.01</b> , <b>02.02</b> , <b>03.01</b> , <b>03.02</b>  <b>202.01.01</b> , <b>01.02</b> ,

		<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 highlighted. Suggests some potential impact of the use of technology and how organisations have adapted. Some evidence of a conclusion made, with some rationalisation made of the extent of the influence technology has made across a range of different areas within the industry.</p> <p><b>Band 3 (7-9 marks)</b> Comprehensive and clear discussion, that is well considered and balanced. Fully integrates links between a range of different factors, and the varied impact that they have on the improvements and efficiency. Discusses ways the industry has managed/used technology, highlighting the advantages and disadvantages. Evaluates the effectiveness with appreciation of broader impact (e.g., efficiency, target markets). A solid conclusion reached that rationalises the use of technology within the industry over a broad range of areas and the impact this is having.</p>	<p><b>03.01</b> <b>02.02</b> <b>203.01.01</b></p>
<b>LO</b>	<b>Integrated AO4</b>		