

6106-20 Level 2 Technical Award in Cookery and Service for the Hospitality Industry

6106-002_502 Level 2 Cookery and Service for the Hospitality Industry – Theory exam

March 2022 Mark Scheme

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q1	<p>1 mark each for any of the following job roles, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Waiter (1) • Room attendant (1) • Receptionist (1) • Bartender (1) • Barista (1) • Wine waiter (1) • Concierge (1) • Porters (1) 	Accept any other suitable terminology or examples.	4	201.0 1.03 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q2	<p>1 mark each for any of the following employability skills, to a maximum of 2 marks, and 1 mark each for linked explanation, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Positive attitude (1) creates a welcoming atmosphere for customers/good working environment for staff (1) • Punctuality (1) reporting to work on time/prevents delays to customers (1) • Respecting diversity (1) to ensure all customers are treated equally/to meet legislation requirements (1) • Adaptability (1) so customers receive the level of service they expect/need (1) • Technical skills (1) provide an efficient service/completes task correctly (1) • Working safely (1) provides a safe environment for customers (1) 	Accept other examples of valid employability skills or wording.	4	6106 201 01.03 AO2

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q3	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Introduction of low-fat dishes (1) • Reduction of salt in cooking (1) • Fewer meat dishes on the menu (1) • Increased Vegan/vegetarian options on menus (1) • Low calorie options/information on menus (1) • Allergen information provided/catered for (1) • Low sugar (1) 		4	6106 201 02.02 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Political e.g., Legislation, terrorism • Social e.g., Lifestyle changes, beliefs, dietary • Economic e.g., Interest rate fluctuations, exchange rate fluctuations, spending power • Technological e.g., Internet marketing, ordering • Major events e.g., sporting events, concerts 	<p>Accept relevant examples for each factor.</p> <p>Accept only one example for each factor.</p>	4	6106 201.0 2.01 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q5	<p>1 mark for any of the following points, to a maximum of 3 marks, and 1 mark for each linked description, to a maximum of 3 marks.</p> <ul style="list-style-type: none"> • Not making false claims of trade associations (1) by claiming a product has been approved by an association/person when it has not (1) • Not promoting a low price (1) when they do not have enough stock/ are not able to supply at that price (1) 		6	6106 201 02.03 AO2

	<ul style="list-style-type: none"> • Not to attempt to 'up-sell' to higher priced product (1) by stating it is only available for limited time (1) • Cannot make false claims (1) their products have curative properties/they are closing down when they are not/something is free when it is not/pretend to be customer to influence other customers/claiming to sell legal products when they are not (1) • Cannot use aggressive practices (1) appealing directly to children to buy a product /harassing customer over the phone or email/by visiting the customer at home and refusing to leave (1) 			
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Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q 6	<p>1 mark for any of the following reasons, to a maximum of 4 marks.</p> <ul style="list-style-type: none"> • Provides income from UK and overseas customers (1) • Hotel and restaurant taxes/VAT on revenue (1) • Contributes to other industries (1) • Purchasing supplies/using services to run the business (1) • Provides job opportunities (1) • Generates income from wages (1) 		4	201.0 1.01 AO2

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q7	<p>For no awardable content, award 0 marks.</p> <p>Band 1 (1-3 marks) Candidate has produced brief descriptions or provided lists that cover some of the key areas, however not always linked to the brief. Limited understanding with minimal examples.</p> <p>Candidate at the top of the band may demonstrate limited depth in a key area.</p> <p>Band 2 (4-6 marks)</p>	<p>Indicative content</p> <ul style="list-style-type: none"> • The importance of the hospitality industry • Types of hospitality businesses • Opportunities for working in the hospitality industry • Influence of external factors on the hospitality industry • Influence of trends and developments on the hospitality industry 	9	201. 01.01 /01.0 2/01. 03/02 .02/0 2.03/ 03.01 /03.0 2 202. 01.02 /02.0

	<p>Candidate has described the key areas and shown some understanding of the importance of each with some relevant examples. Attempts to link relevant examples to career progression or the importance to the industry.</p> <p>Candidate at the top of the band may demonstrate some depth in a range of key areas.</p> <p>Band 3 (7-9 marks)</p> <p>Comprehensive and detailed discussion on the importance of the industry and the factors that affect career progression. Examples and links are relevant to the brief and fully justified.</p> <p>Candidate at the top of the band will provide a balanced response that is fully justified.</p>	<ul style="list-style-type: none"> • Influence of legislation on the hospitality industry • Technical skills, methods and equipment • Meal occasions • Styles of food and beverage service • Importance of customer service 		<p>1/02.02/03.01/</p> <p>203.01.01 / 01.02</p>
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Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q8	<p>1 mark each for any of the following methods, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Cook chilled (1) • Cook and hold (1) • Call order (1) • Conventional (1) • Cook freeze (1) • Centralised production (1) 		4	202.01.02 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q9	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Oil (1) • Stock (1) • Water (1) • Milk/cream (1) • Wine (1) • Sugar syrup (1) • Fruit juice (1) • Beer (1) 	<p>Accept clarified butter. Accept example of other suitable style of beer (Stout, Ale)</p>	4	202.01.01 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q10	<p>1 mark each for any of the following effects, to a maximum of 3 marks and 1 mark for a linked description, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Changes the colour (1) making it look more presentable (1) • It causes the outside to go crispy (1) which offers additional texture (1) • Retains moisture (1) making it tender to eat (1) • Adds to the aroma of the dish (1) which improves the customer experience (1) • Seals in the flavour (1) making it tastier to the customer (1) 	Accept any other valid answers.	6	202.0 3.01 AO2

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q11	<p>1 mark each for any of the following buying methods, to a maximum of 3 marks, and 1 mark for each linked description, to a maximum of 3 marks:</p> <p>a) Ordering what is needed (1) to maintain freshness (1)</p> <p>b) Larger quantities can be ordered (1) they have a longer shelf life (1)</p> <p>c) Wider range of storage options (1) to meet business demand / extend shelf life of stores (1)</p>		2 2 2	202.0 1.01 AO2

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q12	<p>1 mark each for any of the following, to a maximum of 3 marks and 1 mark for a linked description, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • People with autism (1) sometimes find certain foods texture unpalatable. (1) • People with diabetes (1) must control their blood sugars (1) • People with high cholesterol (1) must reduce their intake of saturated fats (1) • Pregnant women (1) must avoid certain foods like unpasteurised milk/raw eggs/fish (1) 	Accept specific examples e.g., heart disease, high blood pressure, obesity	6	202.0 2.02 AO2

	<ul style="list-style-type: none"> Customers will have specific dietary needs (1) which may include reduced sugar / low fat / low salt (1) 			
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Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q13	<p>1 mark each for any of the following beverages, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> Waters (1) Fruit juices/squash (1) Carbonated (1) Milkshakes (1) Smoothies (1) 	Do not accept brand names.	4	203.0 1.03 AO1

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q14	<p>1 mark each for any of the following benefits, to a maximum of 3 marks, and 1 mark for each linked explanation, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> Do not need skilled staff (1) as the tasks are unskilled / making it easier to recruit and train staff (1) Need less staff (1) due to style of service resulting in lower wage costs / save the business money (1) Do not need a lot of service equipment (1) as disposables are used so set up time is reduced / standards are easier to maintain (1) Increase turnover/revenue (1) Quick style of service /enables a high volume of customers to be served (1) Smaller premises required (1) as takeaway service is offered/ can reduce requirement for seating areas (1) 		6	203.0 1.02 AO2

Q no.	Acceptable answer(s)	Guidance	Max mks	Ref
Q15	<p>For no awardable content, award 0 marks.</p> <p>Band 1 (1-3 marks) Candidate has produced brief descriptions or provided lists that cover some of the key areas, however not always linked to the brief.</p>	<p>Indicative content</p> <ul style="list-style-type: none"> Job roles Trends Legislation Innovations Commodities Production methods 	9	201. 01.02 /01.0 3/02. 02/02 .03/ 03.02

	<p>Limited understanding with minimal examples.</p> <p>Candidate at the top of the band may demonstrate limited depth in a key area.</p> <p>Band 2 (4-6 marks)</p> <p>Candidate has described the key areas and shown some understanding of the importance of each with some relevant examples. Attempts to link relevant examples of food safety policies and procedures to job roles.</p> <p>Candidate at the top of the band may demonstrate some depth in a range of key areas.</p> <p>Band 3 (7-9 marks)</p> <p>Comprehensive and detailed discussion on the importance of food safety policies and procedures to job roles.</p> <p>Examples and links are relevant to the brief and fully justified.</p> <p>Candidate at the top of the band will provide a balanced response that is fully justified.</p>	<ul style="list-style-type: none"> • Allergies • Technical skills • Service styles • Social media • Meal occasions • Dietary requirements • Service sequence • Customer service skills 		<p>202. 01.01 / 01.02 /02.0 1/03. 01/</p> <p>203. 01.01 01.02</p>
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