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6106-502 MARCH 2022

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

Level 2 Cookery and Service for the Hospitality Industry – Theory exam

If provided, stick your candidate barcode label here.

Wednesday 23 March 2022
13:30 – 15:30

Candidate name (first, last)

First

Last

Candidate enrolment number

Date of birth (DDMMYYYY)

Gender (M/F)

Assessment date (DDMMYYYY)

Centre number

Candidate signature and declaration*

- If additional answer sheets are used, enter the additional number of pages in this box.
- Before taking the examination, **all candidates** must check that their barcode label is in the appropriate box. Incorrectly placed barcodes may cause delays in the marking process.
- Please ensure that you staple additional answer sheets to the **back** of this answer booklet, clearly labelling these with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a **black/blue** pen. **Do not** use a pencil or gel pen, unless otherwise instructed.
- If provided with source documents, these documents **will not** be returned to City & Guilds, and will be shredded. Do not write on the source documents.

***I declare that I had no prior knowledge of the questions in this examination and that I will not divulge to any person any information about the questions.**

You should have the following for this examination

- a pen with blue or black ink

General instructions

- Use black or blue ball-point pen.
- The marks for questions are shown in brackets.
- This examination contains **15** questions. Answer **all** questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will **not** be marked.
- Cross through any work you do **not** want to be marked.



1 State **four** front of house operative job roles in a hotel. (4 marks)

2 It is important for a waiter to demonstrate good communication skills and a high standard of appearance.
Explain the importance of **two** more employability skills when providing customer service. (4 marks)

3 Healthy eating is a current trend in restaurants.
State **four** ways restaurants have adapted food menus to meet this trend. (4 marks)

4 State **four** external factors that influence customer behaviour. (4 marks)

5 Describe **three** ways a fast food outlet can comply with the Consumer Protection from Unfair Trading Regulations.

(6 marks)

6 State **four** reasons why the hospitality industry is important to the UK economy.

(4 marks)

- 7 A hotel manager has been asked to make a presentation at a careers fair. The presentation should include the importance of the hospitality industry and how to progress in the industry.

Discuss the information to be included in the presentation.

(9 marks)



8 List **four** production methods that can be used to prepare lunch in a hospital. (4 marks)

9 List **four** liquids that can be used to cook with. (4 marks)

10 Explain **three** effects deep frying has on food items. (6 marks)



11 Describe how buying **each** of the following products can reduce food waste in a production kitchen.

a) Fresh ingredients. (2 marks)

b) Convenience products. (2 marks)

c) A combination of fresh and convenience products. (2 marks)

12 Allergies are a consideration for many customers when making food choices.

Describe how **three** other medical conditions can affect customer's food choices. (6 marks)

13 State **four** types of non-alcoholic cold beverages. (4 marks)

14 Explain **three** benefits **to a** fast food business of using a single point service. (6 marks)

- 15 Hospitality teams are responsible for ensuring food safety policies and procedures are followed when undertaking their job roles.

Discuss the practices that should be demonstrated by staff to show compliance.

(9 marks)
