

# 7103 Level 2 Professional Food and Beverage Service Summary of revisions to assessment documentation



February 2014

Dear Colleague

## **Revisions to 7103 Level 2 Professional Food and Beverage Service**

Some revisions have been made to the assessment requirements for the 7103 at Level 2.

A summary of all the revisions to date is detailed on the pages that follow.

We have indicated which amendments have been published in the latest versions of the Assessment and Answer Packs.

Please do not hesitate to contact the assessment team if you have any queries or feedback.

# 7103 Level 2 Professional Food and Beverage Service Summary of revisions to assessment documentation

## 7103 Level 2 Assessment pack

Page/assignment	Amendment	Revision Date & Version
Assignment 211 Principles of customer service in hospitality, leisure, travel and tourism	Test number on cover sheet has been corrected from 7103-210 to 7103-211	February 2014 v2.03
Document title	103-12 Level 2 Certificate in General Food and Beverage Service Skills added to the title of the document. No other changes made to the content of the document	August 2013 v2.02
Assessor guidance	The generic Assessor Guidance has been updated and 'Additional Conditions of Use (Assessment Materials)' on copying/copyright has been added.  The General Information section has also been updated.	September 2012 v2.1
Assignment 207 Principles of beverage product knowledge	<p><b>Task Ai Beers, ciders &amp; perrys (Short answer questions - Version A)</b></p> <p>Q8b has been replaced to make relevant for all nations. Q11 – reference to 'cider and perry' removed from question stem.</p> <p><i>Task Ai Beers, ciders &amp; perrys (Version B)</i></p> <p>Q8b &amp; Q11 have been replaced to make relevant for all nations.</p> <hr/> <p><b>Task Aiii Spirits and liqueurs (Short answer questions - Version B)</b></p> <p><b>Q11 – the answers have been removed.</b></p> <hr/> <p><b>Task Aiv Non-alcoholic beverages (Short answer questions - Version A)</b></p> <p>Q5 has been replaced to make relevant for all nations.</p>	September 2012 v2.1
General	<p><b>Short answer tests</b></p> <p>Cover sheets have been added to the front of each test. More space for answers has been added. All the gridlines on tables are now showing for a clearer layout.</p> <p><b>The total marks for some tests have changed.</b> <b>All tests with a total of 20 marks or more have now</b></p>	July 2012 v2.0

**been graded (except for Assignment 211 Customer Service).** The grade now contributes to the overall grade for the unit, as indicated in each Assignment Mark Sheet.

### Grading criteria checklists

Individual candidate checklists (optional) have been provided in addition to the Multiple candidate checklists.

<p>Assignment 201 Investigate the catering and hospitality industry</p>	<p><b>Task B</b> Second bullet point changed from ‘a description of the differences in staff roles and conditions between <i>the job roles</i>’ to ‘a description of the differences in staff roles and conditions between <i>the commercial and public service sectors</i>’.</p> <p>A pro forma for Task B has been provided.</p> <p><b>Grading criteria (Task B)</b> Second descriptor under (P), (M) and (D) has changed in line with the above change to Task B.</p> <p><b>Assessor guidance (Task B)</b> Examples of sources of information have been added as well as a statement allowing tutor/assessor to provide the job advertisements.</p>	<p>July 2012 v2.0</p>
<p>Assignment 204 Legislation in food and beverage service</p>	<p><b>Task A</b> Versions A &amp; B – various revisions made.</p>	<p>July 2012 v2.0</p>
<p>Assignment 205 Menu knowledge, design and resources</p>	<p><b>Task A</b> Versions A &amp; B – various revisions made.</p>	<p>July 2012 v2.0</p>
<p>Assignment 206 Applying workplace skills</p>	<p><b>Task D</b> The last bullet point under the personal development plan has been changed from ‘the importance of feedback and review’ to ‘how you have responded to feedback and review’</p> <p><b>Grading criteria</b> Tick boxes removed from tables.</p> <p><b>Grading criteria (Task D)</b> These have been adapted in line with the change to Task D (see above).</p> <p><b>Assessor guidance (Task A)</b></p>	<p>July 2012 v2.0</p>

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First sentence of guidance changed to 'The aim of this task is to allow the candidate to consistently demonstrate professional personal appearance and punctuality *in accordance with establishment requirements.*'

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Assignment 207 Principles of beverage product knowledge	<b>Tasks Ai to v</b> Subheadings have been added to the top of each test page (eg for Task Ai - <i>Beers, ciders and perrys</i> ). Various revisions have been made to <b>all</b> the tests. <b>Task Av</b> Version B is no longer the same as Version A.	July 2012 v2.0
Assignment 208 Service of hot beverages	<b>Task B</b> A pro forma for Task B has been added. <b>Task C</b> Versions A & B – various revisions made. <b>Grading criteria/Checklist (Task A)</b> All the grading criteria have been revised and reformatted (points allocated in similar way to Assignment 206 Task Bii). <b>Assessor guidance (Task A)</b> The following sentence has been added ‘Evidence could be also be provided via customer feedback and witness testimonies.’	July 2012 v2.0
Assignment 209 Food and beverage service skills	<b>Task Bi</b> Has been changed to ‘set up, restock and prepare the bar for service’. <b>Grading criteria/Checklists (Tasks A and Bi &amp; Bii):</b> Have all been revised – please see Assessment Pack. Individual candidate checklists are now also available. <b>Assessor guidance (Task A)</b> Additional guidelines have been provided on evidence for opening bottle of wine sealed with a cork, and silver service. <b>Assessor guidance (Task B)</b> Guidance has been added stating that if learners have achieved L1 109 Task Ai, they do not necessarily have to be reassessed for Task Bi.	July 2012 v2.0
Assignment 210 Handling payments and maintaining the payment point	<b>Task B (short answer questions)</b> Version A - various revisions made. Version B - has been added.	July 2012 v2.0

<p>Assignment 211 Principles of customer service in hospitality, leisure, travel and tourism</p>	<p><b>Task A (short answer questions)</b></p> <p><b>Version A</b></p> <p>Q1(a) - replaced                  Q2(a) - 'reason' changed to 'advantage'                  Q2(b) - 'member of staff' added in                  Q3 - 'customer service deliverer' changed to 'staff member' and second half of question (on 'benefits') made into 3(b)                  Q4, 5 &amp; 6 - 'customer service deliverer' changed to 'staff member'                  Q7 - wording tweaked                  Q9 - replaced                  Q12 – changed from 'three' to 'two' steps (and 2 marks)</p> <p><b>Version B</b></p> <p>Q1(a) &amp; (b) - replaced                  Q3 – changed from 'three' to 'two' reasons                  Q4 – replaced                  Q6– replaced                  Q8– replaced                  Q9 (a) &amp; (b) – answers changed                  Q10 - changed from 'three' to 'two' factors                  Q11 - answers changed                  Q12(a) &amp; (b) - answers changed</p>	<p>Sep2011 v1.04</p>
<p>Assignment 201 Investigate the catering and hospitality industry</p>	<p>Tasks A &amp; B word presentation removed from task to make clearer that it can be completed in any format (presentations may still be used if preferred). Wording of tasks A &amp; B simplified. Content of tasks has not changed.</p> <p>Task A The word 'eg locally only' has been removed from pass criteria 'Examples of differences and features maybe from a narrow context'. Assessor Guidance amended to reflect amendments made to the task</p> <p>Task B Statement that related to the differences in sectors removed from the distinction requirements in the grading criteria. Assessor Guidance added about linking task with task from Assignment 206.</p>	<p>Sep2011 v1.04</p>
<p>Assignment 203 Health and safety in catering and hospitality</p>	<p>Task A word 'briefing' removed from task, the evidence can be presented in any format</p> <p>Task B wording simplified. Content of tasks has not changed. Wording added to assessor guidance about the use of videos for assessing the task</p>	<p>Sep2011 v1.04</p>

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Assignment 206 Applying workplace skills	<p>Task A uniform section tailored to food and beverage service.</p> <p>Task B &amp; C changed to Bi &amp; Bii no change to content of the tasks</p> <p>Task A Assessor guidance added regarding recognising of evidence from level 1</p> <p>Task Bii (previous Task C) conversion chart added to the checklist to calculate out overall grade for task Bii, assessor guidance updated to reflect this change</p> <p>Task D (previously Task E) Statement added about agreeing the job advert with tutor/assessor prior to starting task</p> <p>Task C (previously Task D) Assessor guidance added about linking task with task from assignment 201</p> <p>Task D (previously Task E) grading – the following statement removed from the pass requirement ‘used their PDP to improve a skill over time’. Assessor guidance added for the task.</p>	Sep 2011 v1.04
Assignment 209 Food and beverage service skills	Version B: Incorrect pass mark indicated – correct mark now stated.	Sep 2011 v1.04

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## 7103 Level 2 Answer pack

Page/assignment	Amendment	Revision Date & Version
Document title	103-12 Level 2 Certificate in General Food and Beverage Service Skills added to the title of the document. No other changes made to the content of the document	August 2013 V2.02
Assignment 211 Principles of customer service in hospitality, leisure, travel and tourism	<b>Task A (Versions A and B) – grade ranges</b> The grade ranges have been changed to a <b>pass mark only</b> in line with the Assessment Pack.	January 2013 v2.2
Assignment 207 Principles of beverage product knowledge	<b>Task Ai Beers, ciders &amp; perrys (Short answer questions - Version A)</b> Q8b has been replaced. Q11 – answer amended in line with question. <b>Task Ai Beers, ciders &amp; perrys (Version B)</b> Q8b & Q11 have been replaced. <b>Task Aiv Non-alcoholic beverages (Short answer questions - Version A)</b> Q5 has been replaced.	September 2012 v2.1
General	<b>All assignments revised in line with changes to the short answer tests within the Assessment Packs</b>	July 2012 v2.0
Assignment 210	References to two versions (A / B) removed	Dec 2011 v1.07
Assignment 210	Qs 3 to 6 reworded to align with assessment pack wording	Nov 2011 v1.03