

## 7178-20-021/521 Level 2 Technical Certificate in Food Preparation and Service (450) – Theory Exam

June 2018

1	State <b>four</b> health and safety legislations that apply when working in a professional kitchen.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> <li>• Health and Safety at Work etc Act (1)</li> <li>• Control of Substances Hazardous to Health Regulations (1)</li> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (1)</li> <li>• Management of Health and Safety at Work Regulations (1)</li> <li>• Manual Handling Operations Regulations (1)</li> <li>• Personal Protective Equipment Regulations (1)</li> <li>• Regulatory Reform (Fire Safety) Order 2005 (1)</li> </ul>		4
2	State <b>three</b> common signs of a pest infestation.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 3 marks:</p> <ul style="list-style-type: none"> <li>• Damaged/gnawed packaging/food /equipment/building/fabric (1)</li> <li>• Droppings (1)</li> <li>• Pupae, egg cases or larvae (1)</li> <li>• Smear marks (1)</li> <li>• Smell (1)</li> <li>• Dead pests/carcass (1)</li> <li>• Sighting of pests (1)</li> <li>• Pest traps could be triggered (1)</li> </ul>		3

3	Explain the importance of the correct storage of <b>high risk</b> foods prior to preparation.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 5 marks:</p> <ul style="list-style-type: none"> <li>• Chilled or cold foods must be stored in a refrigerator/cold room (1) at a temperature of between 3°C - 8°C (1) to reduce the chance of food spoilage (1) and to reduce harmful bacteria multiplication (1). This is known as binary fission where bacteria multiply (double) every 20 minutes (1).</li> <li>• Foods should be clearly date labelled with a storage and use by date (1) so staff can recognise when food is unfit for consumption (1).</li> <li>• Cooked and raw products should be stored separately (1) to avoid cross contamination either by direct or drip contact (1). Cooked high risk foods should be stored on the top shelf of the refrigerator/cold room (1).</li> </ul>		5
4	List <b>six</b> job roles commonly found in a professional kitchen.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 6 marks</p> <ul style="list-style-type: none"> <li>• Executive Chef (1)</li> <li>• Head Chef (1)</li> <li>• Sous Chef (1)</li> <li>• Chef De Partie (1)</li> <li>• Commis Chef (1)</li> <li>• Kitchen/Catering Assistant (1)</li> <li>• Kitchen Porter/Cleaner (1)</li> <li>• Catering Manager (1)</li> <li>• Trainee/Apprentice Chef (1)</li> </ul>	If the candidate response includes each section i.e. fish, grill, pastry, larder only give one mark	6

5	<p>It is important to consider sustainability factors in the hospitality industry.</p> <p>Explain the term 'Carbon Footprint'.</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 5 marks:</p> <ul style="list-style-type: none"> <li>• Carbon footprint is commonly associated with emissions (1), through the transporting and storing of food from supplier to end user it generates emissions (1). Carbon footprints is the production of carbon dioxide (1) leading to the Earth and atmosphere temperature hotter (1). This gas and other gases (such as methane and more) are commonly referred to as greenhouse gases.(1). Often associated with the term 'Food Miles' (1) which are the miles between production and end user (1).</li> <li>• Food Miles involve costs and increases the carbon emissions involved in the delivery of produce (1) to meet consumer expectations of year-round supply (1).</li> <li>• Weather and changes in farming methods has lead to farms having to generate a large proportion of the emissions from food production (1).</li> <li>• Food waste in the kitchen directly increases emissions as extra production and expense is required in order to replace wasted produce. (1).</li> <li>• The over use of energy within the kitchen increases emissions (1)</li> </ul>		5
6	<p>State <b>four</b> characteristics to consider when choosing a knife.</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> <li>• Usage (1)</li> <li>• Colour coding (1)</li> <li>• Flexibility (1)</li> <li>• Length (1)</li> <li>• Material (1)</li> <li>• Shape/Handle (1)</li> <li>• Size (1)</li> <li>• Sharpness (1)</li> <li>• Weight (1)</li> </ul>		4

7	List <b>four large</b> pieces of equipment commonly found in a restaurant bar.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> <li>• Bean to cup machine/coffee grinder (1)</li> <li>• Cold holding (1) (e.g. fridge, bottle fridge, freezer, display cabinets)</li> <li>• Dishwasher (1)</li> <li>• Glasswasher (1)</li> <li>• Hot holding (1) (e.g. hotplate, carving unit, display cabinets)</li> <li>• Ice machine (1)</li> <li>• Till (1)</li> <li>• Sink (1)</li> <li>• Filter Coffee Machine (1)</li> </ul>		4
8	Describe the characteristics of the following knives and their usages:		
8a	Palette Knife		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for the following, up to a maximum of 2 marks:</p> <p><b>Palette Knife</b> - A small/large knife with a blunt edge blade (1) the blade is also flexible (1) that is used to apply creams and spreads and to provide a smooth finish on food surfaces (1) can used to turn foods when cooking (1).</p>		2
8b	Paring Knife		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for the following, up to a maximum of 2 marks:</p> <p><b>Paring Knife</b> - A larger, straighter blade than a turning knife, (1) with a blade that is typically 2 to 3 inches long. (1) Designed to cut on both the cutting edge and the top edge (1). The paring knife is commonly used to cut small vegetables (1).</p>		2

8c	Serrated Knife		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	1 mark for the following, up to a maximum of 2 marks:  <b>Serrated Knife</b> - A knife with a sharp edge that has saw-like notches or teeth (1), with a blade that is typically 5 to 10 inches long (1) Serrated knives are difficult to sharpen (1). A serrated knife is used to slice through food that is hard on the outside and soft on the inside (1).	1 mark would be given if the candidate's answers includes suitable foods that can be cut with a serrated knife such as bread.	2
9	List <b>four</b> items commonly used to garnish soups.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	1 mark for each of the following, up to a maximum of 4 marks:  <ul style="list-style-type: none"> <li>• Cream (1)</li> <li>• Main ingredient (1) i.e. small dice of chicken meat for chicken soup</li> <li>• Croutons/Sippets (1)</li> <li>• Herbs (1)</li> <li>• Flavoured Oils (1)</li> </ul>	Expect bread for croutons/sippets	4
10	List <b>four</b> different types of <b>root</b> vegetables.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	1 mark for each of the following, up to a maximum of 4 marks:  <ul style="list-style-type: none"> <li>• Carrot (1)</li> <li>• Beetroot (1)</li> <li>• Celeriac (1)</li> <li>• Turnip (1)</li> <li>• Parsnip (1)</li> <li>• Radish (1)</li> <li>• Swede (1)</li> </ul>	Allow any other suitable type of root vegetable	4

11	Describe the following cooking methods when using poultry:		
11a	Frying		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 3 marks:</p> <p><b>Frying (shallow)</b> A method of cooking poultry in hot fat or oil in an open, shallow pan (1) in order to brown the outside of the food and cook the inside to the desired level of doneness, (1) includes sautéing and stir frying (1).</p> <p><b>Frying (deep)</b> A method of cooking coated poultry totally covered in hot cooking fat or oil (1) includes southern fried chicken and chicken wings (1).</p>		3
11b	Roasting		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 3 marks:</p> <p><b>Roasting</b> A method of cooking poultry in an open pan and using dry heat (usually in an oven) to cook the food (1).</p> <p>The poultry is cooked until it reaches the proper doneness and develops a golden-brown exterior and moist interior (1). Tender cuts of meat are the most suitable for roasting (1).</p> <p>A form of roasting is to cook the poultry on a rod over an open fire or in an oven (1) to provide even roasting, the rod is turned, manually or by a motor, during cooking (1) This process is known as rotisserie cooking (1).</p>		3
12	List <b>four</b> different styles of service.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> <li>• Assisted service (1)</li> <li>• Counter service (1)</li> <li>• In-situ service (1)</li> </ul>		4

	<ul style="list-style-type: none"> <li>• Room service (1)</li> <li>• Single point service (Buffet) (1)</li> <li>• Table service (plated/family/silver) (1)</li> <li>• Takeaway (1)</li> </ul>		
13	State <b>four</b> different types of service problems.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for each of the following, up to a maximum of 4 marks:</p> <ul style="list-style-type: none"> <li>• Delays (1)</li> <li>• Incorrect orders (1)</li> <li>• Overbooking (1)</li> <li>• Product quality issues (1) (under/over-cooked food, faulty items, short measures)</li> <li>• Product sold out (1)</li> </ul>		4
14	Describe <b>three</b> different payment problems that may be encountered when dealing with customers.		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>1 mark for identifying method, and 1 mark for correct expansion.</p> <ul style="list-style-type: none"> <li>• Under-charging – the customer is undercharged for the purchase of food or beverages (1) which decreases the profit for the establishment (1).</li> <li>• Over-charging –the customer is overcharged for the purchase of food or beverages (1) which increases the profit for the establishment but does not portray good customer service (1).</li> <li>• Declined cards – cards may be declined from the bank or credit provider because the customer has entered the wrong pin (1) the card is faulty (1) or the customer has insufficient funds to pay for the food and beverages (1).</li> <li>• Suspected counterfeit money – criminals print counterfeit money and this then gets circulated in the general public transactions (1). A business may have several measures to spot counterfeit notes such as UV pens (1).</li> <li>• Technical problems with EPOS equipment – this can be embarrassing for an establishment and customers may be expected to pay using different means such as cash (1). EPOS equipment may fail and establishment may have to use alternative methods such as hand-written orders and bills (1).</li> </ul>		6

	<ul style="list-style-type: none"> <li>Insufficient float – may lead to insufficient change being given to the customer (1) or the establishment rounding down bills for the customer, thus losing profit (1).</li> </ul>		
15	<p>The hotel has received a wedding booking in their restaurant for August next year. It is expected that 150 guests of different ages will attend the four-course celebration wedding meal and then attend an evening buffet.</p> <p>The hotel management has asked the kitchen and front of house to consider all the planning requirements for this event.</p> <p>The following wedding menu has been suggested by the kitchen:</p> <ul style="list-style-type: none"> <li>Mozzarella and plum tomato salad</li> <li>Poached salmon with a butter based sauce</li> <li>Roast beef and Yorkshire pudding, seasonal vegetables</li> <li>Individual strawberry mousse</li> </ul> <p>Discuss the factors that the kitchen and front of house staff will need to consider in planning this event.</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p><b>Band 1 (1-5 marks)</b>  Limited knowledge of factors and planning that effect the function. Simplistic understanding of service, staffing, equipment and the balance of the menus ingredients, flavours and textures. Demonstrates a basic coherence of the planning and overall function and customers’ requirements. Identified some processes. Little understanding or recognition of the importance of food safety and legalisation. Limited understanding of menu/dish service styles. Little understanding of the link between the kitchen and front of house. Little justification to answer.</p> <p>To access the higher marks in the band, the discussion will contain mostly relevant points.</p> <p><b>Band 2 (6 – 10 marks)</b>  Good knowledge of factors and planning that effect the function. Reasonably well-developed understanding of service, staffing, equipment and the balance of the menus ingredients, flavours and textures. Demonstrates a sound coherence knowledge of the planning and overall function and customers’ requirements. Identified some processes. Sound understanding or recognition of the importance of food safety and legalisation. Reasonably well-developed understanding of menu/dish service styles. Clear understanding of the link between the kitchen and front of house. Reasonable justification to answer.</p>	<p><b>For no awardable content, award 0 marks.</b></p> <p><b>Indicative content</b></p> <ul style="list-style-type: none"> <li>Service style</li> <li>Stock management</li> <li>Service equipment</li> <li>Kitchen equipment</li> <li>Layout of the tables</li> <li>Seasonality of food</li> <li>Suitably of menu</li> <li>Portion control</li> <li>Staffing</li> <li>Ethnic influences</li> <li>Flavours and texture</li> <li>Vegetarians</li> <li>Different customers i.e. Children</li> <li>Cost</li> <li>Food Safety</li> <li>Health and Safety</li> <li>Allergens</li> <li>Positive Customer Service</li> </ul>	15



	<p>To access the higher marks in the band, the response will be clear, balanced with accurate points made which are supported and justified.</p> <p><b>Band 3 (11 – 15 marks)</b>  Fully developed knowledge of factors and planning that effect the function. Effective understanding of service, staffing, equipment and the balance of the menus ingredients, flavours and textures. Demonstrates a fully coherence knowledge of the planning and overall function and customers’ requirements. Identified a wide range of processes. Clear understanding or recognition of the importance of food safety and legalisation. Demonstrates a fully coherence and understanding of menu/dish service styles and understanding of the link between the kitchen and front of house. Best practice referenced throughout. Full justification to answer.</p> <p>To access the higher marks in the band, the discussion will be comprehensive, well balanced, presented in a logical way with conclusions and/or recommendations fully justified.</p>	<ul style="list-style-type: none"> <li>• Legislation</li> <li>• Professional standards</li> <li>• Business reputation</li> </ul>	
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