



LEVEL 1 & 2 MARKING SCHEME

WINTER 2021

**LEVEL 1 & 2
HOSPITALITY AND CATERING - UNIT 1
5569UB0-1**

INTRODUCTION

This marking scheme was used by WJEC for the 2021 examination. It was finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conference was held shortly after the paper was taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conference was to ensure that the marking scheme was interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conference, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about this marking scheme.


LEVEL 1 & 2 HOSPITALITY AND CATERING - UNIT 1

WINTER 2021 MARK SCHEME

Question	Answer	Mark
1. (a)	<p>Identify the correct job roles that Megan would undertake as a chambermaid.</p> <p>Award 1 mark for each correct response up to a maximum of 3.</p> <p>A: Remove and replace dirty or used sheets off the bed. C: Refill the mini bar or fridge in guest room. E: Replenish supplies such as drinking glasses, writing supplies, and bathroom items.</p>	3
(b)	<p>Name three personal attributes she would need for this job position.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1 mark for each correct response up to a maximum of 3.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Ability to have a good working relationship • Good communication skills • Time management skills • A good knowledge of health and safety • Know security protocol in case of emergency • Self-motivated • An excellent team motivator and or team builder. • Problem solver • Be able to discipline staff • High expectations 	3
(c)	<p>Identify whether the following statements are true or false</p> <p>Award 1 mark for each correct answer.</p> <p>FALSE TRUE FALSE TRUE FALSE</p>	5

Question	Answer	Mark																		
(d)	<p>Name and describe two different areas of <u>Health and safety</u> training Megan will need as a chambermaid.</p> <p>Award 0 marks No marks response or quality of response not sufficient for a mark to be awarded</p> <p>Award 1 mark for each correct named Health and Safety training a chambermaid would require.</p> <p>(Maximum marks 2 for the names)</p> <p>Description: Award 0-2 marks for each correct response up to a maximum of 4 marks.</p> <p>Award 1 mark per basic response.</p> <p>Award 2 marks per detailed response.</p> <p>Answers could include reference to:</p> <table border="1" data-bbox="355 992 1291 1713"> <thead> <tr> <th data-bbox="355 992 588 1037">Name</th> <th data-bbox="588 992 1291 1037">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="355 1037 588 1077">COSHH</td> <td data-bbox="588 1037 1291 1077">Use of chemicals that could be hazardous to health</td> </tr> <tr> <td data-bbox="355 1077 588 1155">Working at heights</td> <td data-bbox="588 1077 1291 1155">If chambermaid needs to clean above head height, they must be provided with training due to falls</td> </tr> <tr> <td data-bbox="355 1155 588 1234">Lifting</td> <td data-bbox="588 1155 1291 1234">Lifting of heavy items, such as hoover or mattress turning which can damage back</td> </tr> <tr> <td data-bbox="355 1234 588 1312">Repetitive strain training</td> <td data-bbox="588 1234 1291 1312">Correct training on posture, lifting, repetitive work and how to manage.</td> </tr> <tr> <td data-bbox="355 1312 588 1417">Slips and trips</td> <td data-bbox="588 1312 1291 1417">Chambermaids can trip over leads or slip on wet floors they must be provided basic training of these hazards.</td> </tr> <tr> <td data-bbox="355 1417 588 1496">First aid course</td> <td data-bbox="588 1417 1291 1496">Many chambermaids are first on the scene to accidents that have occurred in the hotel room.</td> </tr> <tr> <td data-bbox="355 1496 588 1601">Specialist equipment handling</td> <td data-bbox="588 1496 1291 1601">Often chambermaids would be in charge of specialist equipment that would require training.</td> </tr> <tr> <td data-bbox="355 1601 588 1713">Emergency procedure training/</td> <td data-bbox="588 1601 1291 1713">All staff will undergo emergency procedure training.</td> </tr> </tbody> </table>	Name	Description	COSHH	Use of chemicals that could be hazardous to health	Working at heights	If chambermaid needs to clean above head height, they must be provided with training due to falls	Lifting	Lifting of heavy items, such as hoover or mattress turning which can damage back	Repetitive strain training	Correct training on posture, lifting, repetitive work and how to manage.	Slips and trips	Chambermaids can trip over leads or slip on wet floors they must be provided basic training of these hazards.	First aid course	Many chambermaids are first on the scene to accidents that have occurred in the hotel room.	Specialist equipment handling	Often chambermaids would be in charge of specialist equipment that would require training.	Emergency procedure training/	All staff will undergo emergency procedure training.	6
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2. (a)	<p>Name 3 services the Guitar Hotel and restaurant provide in order to have been awarded 5 stars.</p> <p>Award 1 mark for each correct response up to a maximum of 3.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Open all year round • Proactive service • Outstanding customer care • Multilingual receptionist • Additional dining area (more than 1) • Business centre • Spa • Permanent luxury suite • Baths in 80% of rooms • Restaurant open every day for all meals • Enhanced service • Parking • Escort to bedroom • Wi-fi in all rooms • 24 hour room service • 24 hour access to on duty staff • High quality menu • High quality wine list • Breakfast included • First time guests shown to their bedroom. • Multilingual service. • Guest accounts well explained and presented. • Porterage offered. • Guests greeted at hotel entrance; full concierge service provided. • At least one restaurant open to residents and non-residents for all meals seven days per week. • Last orders for dinner no earlier than 10pm. • Evening service to turn down the beds. Remote-control television, direct-dial telephone at bedside and desk, • A range of luxury toiletries, • Robes. • En suite bathroom incorporating fixed overhead shower and WC. 	3

Question	Answer	Mark
(b)	<p data-bbox="355 253 1002 286">Identify and describe what this symbol stands for.</p>  <p data-bbox="355 463 564 497">Award 0 marks</p> <p data-bbox="355 499 1259 562">No marks response or quality for response not sufficient for a mark to be awarded</p> <p data-bbox="355 598 751 631">Award a maximum of 2 marks.</p> <p data-bbox="355 667 836 701">Award 1 mark for a basic description</p> <p data-bbox="355 736 948 770">Award 2 marks for basic detailed description.</p> <p data-bbox="355 804 603 837">Sample 1 (1 mark)</p> <p data-bbox="355 840 628 873">This is rosette award</p> <p data-bbox="355 907 603 940">Sample 2 (1 mark)</p> <p data-bbox="355 943 1110 976">This is given to restaurants as award for their food quality.</p> <p data-bbox="355 1010 619 1043">Sample 3 (2 marks)</p> <p data-bbox="355 1046 1262 1108">Rosette award is given to restaurants based on the quality of the food served.</p> <p data-bbox="355 1142 619 1176">Sample 4 (2 marks)</p> <p data-bbox="355 1178 1278 1272">This is a rosette award is given to restaurants by an inspector, who will judge the restaurant based on the quality and technical skills of the food.</p>	2

Question	Answer	Mark
3. (a)	<p>Identify the correct contract for each of the employees.</p> <p>Award 1 mark for each correct response up to a maximum of 3.</p> <p>A: Hourly rate zero hour contract B: Part time contract C: Full time permanent employment contract</p>	3
(b)	<p>Describe why Stacey only work for 3 hours on a Saturday.</p> <p>Award 0 marks No marks response or quality for response not sufficient or a mark to be awarded</p> <p>Award 1 mark for limited response</p> <p>Award 2 marks for detailed response</p> <p>No marks awarded for response that for Stacey is only 15 years of age. Evidence of answer must include explanation.</p> <ul style="list-style-type: none"> • Age • Weekend • Law • Busy <p>Sample 1 (1 mark) Stacey is only 15 and is only allowed to work a few hours.</p> <p>Sample 2 (2 marks) Stacey is under age, therefore by law is only allowed to work a few hours on Saturday or holidays.</p>	2





4. (a)	<p>Explain what type of service would best suit the Royal Blue catering floor.</p> <p>Award 0 marks No marks response for quality of response not sufficient for a mark to be awarded</p> <p>Award 1 mark for limited response: mention of service only</p> <p>Award 2 marks for detailed response. Response should include the correct service for establishment.</p> <p>Sample 1 (1 mark) Counter service</p> <p>Sample 2 (2 marks) Counter service would be the best service for Royal Blue, as it would save money, as they wouldn't need to employ waitering staff.</p> <p>Sample 3 (2 marks) Counter service as it is normally a quicker and easier process.</p> <p>Indicative content. Counter service Cafeteria Free flow Seated Buffet carvery Plated Vending Waited/table</p> <p>Response may include: Saves money Less staff Quicker Makes more money Customers can sit down Suitable for families Avoid queuing Fast Cheap Know the menu (fast-food) Order snacks or small meals Menu for children Food on display Easy menu More choice Fuller range of foods Eat as much as you like (open buffet) Special diets catered for Vegetarian/vegan choice Less waste</p>	2
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Question	Answer	Mark
(b)	<p>Describe how Royal Blue's front of house can become more environmentally friendly.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1 mark for each correct response up to a maximum of 2 marks.</p> <p>Indicative content Front of house</p> <ul style="list-style-type: none"> • Use paper straws not plastic • Use packaging that can be recycled • Have recycling bins around the mall for customers to use • Use energy saving lights • Toilet area to have dual flush • Taps in toilets to have automatic sensor • Instead of using packets of condiments (ketchup, mustard, creamers, etc.), use refillable condiment dispensers. • Use apps for ordering • Receipts emailed to customers rather than printed 	2

Question	Answer	Mark
(c)	<p>Explain why Royal Blue needs to become more environmentally friendly.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1-2 marks Outlining in general (basic) explanation of why RB needs to become more environmentally friendly. Maybe 4 points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks Explanation is detailed of why RB needs to become more environmentally friendly.</p> <p>Sample 1 (1 point with explanation) RB need to become more environmentally friendly to help with saving the planet. They could change straws to paper to cut down on plastic pollution. (2 marks)</p> <p>Sample 2 (2 points and explained well) Royal blue needs to become more environmentally friendly to help cut down on waste and pollution that is increasing with the hospitality and catering sector. RB could cut down on the use of plastics, such as packaging, plastic straws and find more environmentally friendly materials to help reduce the amount of plastic waste. They could use recycled packaging, which helps with carbon footprint of company. (4 marks)</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Use paper straws not plastic reduce plastic waste • Set by law for companies to reduce plastic waste • Councils placing % waste for all H&C provisions • Saves money • Help cut down on plastic waste • Cutdown on energy to help with carbon footprint • Use packaging that can be recycled help reduce waste • Have recycling bins around to recycle efficiently • Use energy saving lights cut down on energy lowering carbon footprint • Toilet area to have dual flush saves water • Taps in toilets to have automatic sensor to save water • Instead of using packets of condiments (ketchup, mustard, creamers, etc.), use refillable condiment dispensers cut down on waste and packaging • Use computer system to send order to kitchen cutdown on paper waste • Email receipts to customers cut down on paper waste (trees) • Customers order and pay on mobile phone via app • Buy in bulk • Make sure all equipment is serviced • Make sure equipment is energy efficient 	4

Question	Answer	Mark
(d)	<p>Explain how Royal Blue can use technology to increase profits.</p> <p>Award 0 marks No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award 1-2 marks Outlining in general (basic) how technology can increase business. Maybe 4 points but not explained. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks Explain in detail how technology can increase profit for RB.</p> <p>Sample 1 (2 marks) (1 point with explanation) RB could offer Wi-Fi to the customers who will go to the food mall to use the Wi-Fi and will purchase a beverage and/or food.</p> <p>Sample 2 (4 marks) (2 points and explained well) Royal Blue could offer free Wi-Fi to its customers, which will encourage more custom and increase profit. They could also use mobile phone app to order from their table, this will increase profit, as it will cut out the need for waitering staff.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • WIFI • Ordering apps • Stock management computer software • Use of tablets for ordering • Food costing software • Reserve management system • Inventory management software • Smart Point of sale POS/cloud base POS • Offering online ordering • Contactless payments • Payment online • Use of social media to boost profile • Loyalty program • Using other online delivery systems • Customer facing Tabletop/digital menu • Email service provider • Entertainment restaurant tec • Online booking widgets • Customer database • SMS confirmation • Email confirmation 	4

Question	Answer	Mark
(e)	<p>Describe the uniform that you would expect the front of house to wear.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1 mark Outlining in general (basic) uniform for staff front of house. Maybe points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 2 marks for 2 points referring to the uniform with basic description/justification.</p> <p>Award 3 marks for 2 points referring to the uniform with detailed /description justification.</p> <p>Candidates may use a range of responses for the uniform. However double marks should not be awarded for answers that are the similar/same. For example: smart/well presented</p> <p>Sample 1 mark</p> <ul style="list-style-type: none"> • T-shirt with logo <p>Sample 2 marks All staff, in order for customers to identify them, should wear name badges and logos on uniform.</p> <p>Sample 3 marks All staff, in order for customers to identify them, should wear name badges and logos on uniform. Uniform should comfortable and breathable for employees to work in.</p>	3

Question	Answer		Mark
5.	Identify the specialist catering equipment below.		4
(i)		Large scale dough mixer Or Floor standing mixer Do not accept whisk	
(ii)		Industrial oven Do not accept oven	
(iii)		Deep fat fryer	
(iv)		Industrial fridge/freezers Or walk in fridge/freezer Do not accept fridge	

Question	Answer	Mark
6. (a) (i)	<p>Explain how the airline can meet the following catering needs of the customers</p> <p>Special dietary requirements. (Vegan, vegetarians, pescatarian, low salt and diabetic)</p> <p>Award 0 marks No marks response or quality for response not sufficient or a mark to be awarded</p> <p>Please note do not award marks for allergies for this question.</p> <p>Award 1-2 marks Outlining in general (basic) response to special dietary requirements. Maybe 4 points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks Describes special dietary needs in detail with justification. SDN will be named and clear reasoning given to meet the customer needs.</p> <p>Sample 1-2 marks Atlanta would have to offer different dietary needs for customers. Like offering vegetarian and vegan, low salt meals.</p> <p>Sample 3-4 marks Atlanta airline will need to make sure that the meals that it offers covers the SDN of all customers on their plane. Indian people Hindu's, which means they are often vegetarian or lacto-vegetarian.</p> <p>Indicative content</p> <p>Diabetes Gluten/Coeliac Lactose Low salt Low fat Phenylketonuria (PKU/medical) MSG free</p> <p>Vegetarian Vegan Lacto-vegetarian Lacto-ove-vegetarian Pescatarian Paleo Kosher (religious)</p> <p>Religious beliefs Muslims Hindus Sikhs Jewish Rastafarian</p>	4

Question	Answer	Mark
(ii)	<p>Allergies.</p> <p>Award 0 marks No marks response or quality for response not sufficient or a mark to be awarded</p> <p>Award 1-2 marks Outlining in general (basic) response to allergies. Maybe 3/4 points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks Describes allergies in detail with justification.</p> <p>Sample 1-2 marks Atlanta would have to offer meals that cater for people with nut allergies. (1 mark)</p> <p>Sample 3-4 marks Atlanta airline will need to cater for coeliac who can't eat wheat produce. People with nut allergies will need a different menu, perhaps on airline will stop all meals containing nuts for that particular flight. (4 marks)</p> <p>Indicative content: Wheat/cereal Gluten free Nuts Seeds (sesame, pumpkin, poppy etc.) Molluscs Crustaceans (lobster, prawns etc.) eggs Dairy/milk free/lactose Mustard Sulphites Fish Fruits and vegetables Lupin Soya Beans (kidney beans, soya)</p>	4

Question	Answer	Mark
(b)	<p>Name 3 different types of bacteria that cause food poisoning.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1 mark for each correct food poisoning.</p> <ul style="list-style-type: none"> • Campylobacter • Salmonella • E-coli • Clostridium perfringens • Listeria • Bacillus cereus • Staphylococcus aureus 	3

Question	Answer	Mark
(c)	<p>Describe control measures the cabin crew would need to undertake when handling the food.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded.</p> <p>Award 1 mark Basic response</p> <p>Award 2 marks for one point and description.</p> <p>Award 3 marks for 2 point and one described</p> <p>Sample 1 (1 mark answer) They should wash their hands regularly.</p> <p>Sample 2 (2 marks answer) Cabin crew must wash hands to prevent the spread of germs/bacteria.</p> <p>Sample 3 (3 marks answer) All cabin crew must wash their hands before and after handling food. Possibly gloves should be provided. This is to prevent cross contamination.</p> <p>Indicative content Wash hands Wear gloves Do not work if ill Use different equipment/coloured coded Temperature control/temperatures for hot holding or serving/cooking mentioned. Visual checks/dates/smell/appearance/texture Reference to food safety handling book on-board Serving SDN dishes separately Keep food gallery clean at all times Keep equipment clean at all times Make sure cooling chain is followed Keeping raw foods, ready to eat foods and cook/chill food separate when serving and in food gallery.</p>	3

Question	Answer	Mark
(d)	<p>Describe the possible risks to the safety of customers when being served food during the flight.</p> <p>Award 0 marks No marks response or quality of response not sufficient for a mark to be awarded.</p> <p>Award 1 mark Basic response</p> <p>Award 2 marks for one point and description.</p> <p>Award 3 marks for 2 point and one described</p> <p>Sample 1 (1 mark) Could get burns</p> <p>Sample 2 (2 marks) The customer may get a burn from the food if it is spilt on them during a turbulent flight.</p> <p>Sample 3 (3-marks answer) The customer may get a burn from the food if it is spilt on them during a turbulent flight. The customer with allergies maybe given the wrong meal on a flight, which could cause an allergic reaction.</p> <p>Indicative content Spillage of liquids causing burns Spillage of food causing burns Dropping equipment causing cut or bruising Serving wrong food/allergies Cross contamination Food storage temp (causing food poisoning) Contamination of food Injury by broken trolley Catering cart injuries (knocks) Slip or fall from food left on floor Food allergies</p>	3

7. (a)	<p>Describe the evidence an Environmental Health Officer will want to see in the following areas:</p> <p>(a) Preparation of food:</p> <p>Award 0 marks No marks response or quality of response not sufficient for a mark to be awarded</p> <p>Award 1-2 marks Outlining in general (basic) response to the evidence an EHO would want to see. Maybe 3/4 points but not described.</p> <p>Response limited in detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks Describes in detail with justification of the evidence an EHO would want to see in preparation of food.</p> <p>Sample 1 (1-2 marks)</p> <ul style="list-style-type: none"> • Different colour chopping boards • Raw meat prepared away from cooked. • Different colour coded knives. • Food handler's hygiene. <p>Sample 2 (3-4 marks) The EHO will be looking for evidence of cooked and raw high-risk food being prepared separate to prevent cross contamination. The EHO will want to see evidence of food being prepared by staff that are hygienic, dressed appropriately with no piercing visible, hair up in a net and washing hands correctly.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Different colour chopping boards • Raw meat prepared away from cooked to prevent cross contamination • Different colour coded knives. • Food handler's hygiene. • Food handlers appropriately dressed • No piercing visible, • hair up in a net (good hygiene practice) • washing hands • Correct handling of foods • Washing hands correctly • Food has been stored at correct temperature • Food handler hygiene certificate • Preparation of food quickly and is cooked and served in a safe time. • Separate areas for high-risk foods • Separate areas for raw meat and ready to eat. • Washing up • Waste disposal 	4
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Question	Answer	Mark
(b)	<p>(b) Cooking the food:</p> <p>Award 0 marks No marks response or quality for response not sufficient or a mark to be awarded</p> <p>Award 1-2 marks Outlining in general (basic) evidence of what the EHO will want to see in the cooking of the food. Maybe 3/4 points but not described. Response limited/ detail mainly listed/bullet pointed.</p> <p>Award 3-4 marks Describes in detail what the EHO will want to see evidence of in the cooking of foods at the café.</p> <p>Sample 1 (1-2 marks)</p> <ul style="list-style-type: none"> • Use of food probe • Different chopping boards used (cooked meat) • Cooked at correct temperature and correct amount of time. <p>Sample 2 (3-4 marks) The EHO will want to see evidence of staff using a food probe, which should reach minimum temperature of 70°C for 2 minutes. The EHO will want to see evidence of Staff using the correct hygiene stages before cooking and after.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Use of food probe <p>Temperatures included:</p> <ul style="list-style-type: none"> • Hot holding 63°C • Core temperature minimum temperature of 70° for 2 minutes. • Different coloured chopping boards • Cooked at correct temperature • Cooking for correct amount of time • Different equipment maybe colour coded • Different areas for foods to prevent cross contamination. • Checking dates • Visual checks of texture/appearance/smell 	4

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8.	<p>Fill in the HACCP on storage of food.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1 mark for each correct answer.</p> <p>Maximum of 4 in potential hazards Maximum of 4 in control measure in place to prevent food poisoning.</p> <table border="1" data-bbox="355 622 1289 1671"> <thead> <tr> <th data-bbox="355 622 786 696">Potential hazards</th> <th data-bbox="786 622 1289 696">Control measure in place to prevent food poisoning</th> </tr> </thead> <tbody> <tr> <td data-bbox="355 696 786 909">Fridge temp may be above 5C eggs/chilled In correct temperature</td> <td data-bbox="786 696 1289 909">Weekly router to check fridge/freezer temperature, making sure they are in good working order and clean. Use a food probe to make sure food temperature is correct.</td> </tr> <tr> <td data-bbox="355 909 786 1016"></td> <td data-bbox="786 909 1289 1016">Record keeping/labelling/dating/stock control/cleaning</td> </tr> <tr> <td data-bbox="355 1016 786 1095">Thawed and defrosted meats/ice cream</td> <td data-bbox="786 1016 1289 1095">Check delivery temp</td> </tr> <tr> <td data-bbox="355 1095 786 1202">Fish and raw meats or storage in the freezer, which must be minus 22C to 18C.</td> <td data-bbox="786 1095 1289 1202"></td> </tr> <tr> <td data-bbox="355 1202 786 1482">Pests with dry food storage</td> <td data-bbox="786 1202 1289 1482">Storage of dried foods should be in large sealable container, which should be located above food height to prevent pests gaining access to the storage container. All storage and floor area should be checked regular for any signs of pest evidence.</td> </tr> <tr> <td data-bbox="355 1482 786 1590">Potatoes may become green and develop natural poison in light</td> <td data-bbox="786 1482 1289 1590">Potatoes should be stored in a dark and dry area.</td> </tr> <tr> <td data-bbox="355 1590 786 1671">Cross contamination</td> <td data-bbox="786 1590 1289 1671">Fridge storage Storage of high risk foods</td> </tr> </tbody> </table>	Potential hazards	Control measure in place to prevent food poisoning	Fridge temp may be above 5C eggs/chilled In correct temperature	Weekly router to check fridge/freezer temperature, making sure they are in good working order and clean. Use a food probe to make sure food temperature is correct.		Record keeping/labelling/dating/stock control/cleaning	Thawed and defrosted meats/ice cream	Check delivery temp	Fish and raw meats or storage in the freezer, which must be minus 22C to 18C.		Pests with dry food storage	Storage of dried foods should be in large sealable container, which should be located above food height to prevent pests gaining access to the storage container. All storage and floor area should be checked regular for any signs of pest evidence.	Potatoes may become green and develop natural poison in light	Potatoes should be stored in a dark and dry area.	Cross contamination	Fridge storage Storage of high risk foods	8
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Potatoes may become green and develop natural poison in light	Potatoes should be stored in a dark and dry area.																	
Cross contamination	Fridge storage Storage of high risk foods																	

Question	Answer	Mark
9. (a)	<p>Review the newspaper article and suggest three different types of accommodation suitable for the Zero Fear customers.</p> <p>Award 1 mark for each type of (accommodation) provision recommended</p> <p>(Please note this must be linked to accommodation not food. Clearly stated in resource that this has already been sourced)</p> <p>Indicative content</p> <ul style="list-style-type: none"> • Caravan/camping park • Youth hostel • Must state type of Hotel/Motel/Travelodge/premier inn/any other named budget hotel • Air B&B • B&B • Holiday cottage/self-catering/apartments • Camping pods • Guest house 	3
(b)	<p>Review suggestions for the types of accommodation and justify, which one is most suitable to meet the needs of the customers and owners of Zero Fear.</p> <p>Up to 8 marks available for justification of the most suitable Hospitality provision for Zero Fear customers.</p> <p>Responses can be in relation to positive or negative factors for justification of choice.</p> <p>Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Level 1 Pass Award 1-2 marks. A very brief and basic justification for the accommodation suggested. Response mainly listed or basic described.</p> <p>Level 2 Pass Award 3-4 marks. Outlining in general proposed idea for Hospitality provision with some basic justification for choice. (2 or more points made with one clear justification)</p> <p>Level 2 Merit Award 5-6 marks Detailed justification of the choice of the Hospitality provision for Zero Fear theme park. Some application to the scenario/newspaper article. Options are communicated in logical structure and an attempted to use appropriate tone and style.</p>	8

Question	Answer	Mark
	<p>Level 2 Distinction Award 7-8 marks Selection and rejection would be evident and reasoning as to why. Clear and detailed justification for the reasons of choice of Accommodation provision for Zero Fear theme park, this is be based on information sourced from the statement. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Key points highlighted from the scenario. The main structure for the reason would be based on the information that the theme park customers would be groups of adults and teenagers only.</p> <p><i>Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are a guide only of the justification the marks that can be awarded.)</i></p> <p>Sample 1-2 marks I would pick a caravan park because it's cheap to stay in for customers. (1 mark)</p> <p>I would pick a caravan park because it's cheap to stay in for customers and will be cheap to run. (2 marks)</p> <p>Sample 3-4 marks I would pick a caravan park because it's cheap to stay in for customers and will be cheaper to run than a hotel where you would need a lot of staff.</p> <p>Sample 5-6 marks I have chosen a caravan park as you can have different caravans at <i>different prices, which can meet all type of budgets</i>. There would not be a need for a lot of staff at the caravan park, which would keep cost down. (5 marks) <i>(Basic link to scenario)</i></p> <p>I have selected a caravan park for Mark and Jan, as the customers will be mostly teenagers with limited budget. And a caravan park could have lots of different price options depending on the caravan choice. There would not be a need for a lot of staff at the caravan park, which would keep cost down for Jan and Mark. I could have chosen a hotel, however there is a lot of upkeep on hotel and overheads are costly (6 marks)</p>	

Question	Answer	Mark
	<p>Sample 7-8 marks</p> <p>I have looked at my suggestions and I think the best one for the customers and business owners would be a caravan park. Caravan parks need less staff than a hotel, which would make running it cheaper than any other option. The start-up price would be a lot lower than a hotel and this would meet the needs of the business owners. The caravan park could have a number of different caravans to facilitate different budgets of the Zero Fear customers. I could have chosen a hotel, however there is planning permission required, full time staff needed and costly overheads for the business owners. Because the main customers would only stay for a few days a caravan park would be ideal, as they wouldn't have a lot of luggage with them. They could get food at the park and use the caravan as self-catering, which could cut down the cost of accommodation. Overtime Jan and Mark could add more areas to the caravan park like café, restaurants and bar in order to make more money. (8 marks)</p>	

Question No.	LO1				LO2			LO3			LO4					LO5		Total
	AC1.1	AC1.2	AC1.3	AC1.4	AC2.1	AC2.2	AC2.3	AC3.1	AC3.2	AC3.3	AC4.1	AC4.2	AC4.3	AC4.4	AC4.5	AC5.1	AC5.2	
1a	3																	
1b		3																
1c		5																
1d								2	2	2								
2a	3																	
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7a												4						
7b												4						
8a													8				90	
9a																3		
9b																	8	
Total	24				17			12			23					11		90
	27 %				19%			13%			26%					12%		