1.1 The structure of the hospitality and catering industry

1 a) Self-service: customers help themselves to food, for example at a carvery.
   b) Fast food: food is made to order very quickly and can be taken away from the restaurant or stall to eat; seats and tables are often provided.

2 Commercial establishments are businesses that provide food and drink services and operate to make profit. Non-commercial establishments do not operate to make a profit.

3 Cost, delivery, quality of the product (1 mark for each point).

4 Good communication skills

5 b) Sommelier

1.2 Job requirements within the hospitality and catering industry

1 Answer could include:
   - lack of young workers due to shrinking population
   - lack of EU workers following Brexit.

2 Answer could include:
   - There is currently growth in the market for vegan, vegetarian and allergen-free dishes. This will present opportunities for smaller restaurants that can be flexible with what they offer.
   - Festivals and street food at casual markets are growing to meet consumer demands.

3 Any two from:
   - Certificate in Hospitality and Catering Level 1
   - Certificate in Introduction of Culinary Skills Level 1
   - Diploma in Introduction to Professional Cookery Level 1
   - Diploma in Hospitality and Catering Level 2
   - Diploma in Professional Cookery Level 2

4 One mark for each of the following attributes named (4 marks in total): attentive listener, good memory, clear communicator, diplomatic, calm and assured, high level of focus and attention, multitasker, can work in a team, physical stamina, courteous and polite, hardworking.

5 One mark for each of the following attributes named (4 marks in total): organised, able to accept criticism, physical stamina, creative, attention to detail able to handle highly stressful situations, passion for food and cooking.

1.3 Working conditions of different job roles across the hospitality and catering industry

1 Full-time contract, part-time contract, casual contract, zero-hours contract

2 48 hours a week

3 5.6 weeks

4 In a tronc arrangement, all tips are collected together and then divided between the staff. The person who works it out and distributes it is called a troncmaster.

5 Any two from:
   - tips, which are generally 10–20 per cent of the bill in the UK
   - service charges, which are shared among the staff members providing the service to the customers
   - subsidised food and accommodation
   - bonuses, which are generally linked to the performance of a team and/or individual.

1.4 Factors affecting the success of hospitality and catering providers

1 Fixed costs are costs that are always the same, such as rent, insurance and energy. They may increase or decrease at some point in time, however, depending on the business.

2 Net profit is the money left over when all costs – material, labour and overheads – have been deducted from sales income.

3 Any three from:
   - installing solar panels
   - installing double glazing and insulation to keep heating bills down
o using low-energy light bulbs
o buying energy efficient appliances
o turning off lights when not in use or having automatic sensors for lights
o only using dishwashers and washing machines on a full load
o installing showers in hotel bedrooms rather than baths
o asking guests to reuse towels.

4 Any three from:
- monitoring the competition regularly (visiting competitors as a customer, checking their websites, looking at reviews on sites such as TripAdvisor)
- offering competitive prices, deals and discounts
- evaluating your business to ensure you are giving value for money and high-quality service
- researching your demographics, as this may change over time
- having a clear advertising strategy and an up-to-date website; make sure images are clear and that the website is easy to navigate
- knowing your competitive advantage – the distinguishing features of your business that give it an advantage over your competitors – for example a star chef; a fast, reliable home delivery service; an original menu; the use of organic products; offering vegetarian and vegan dishes.

5 Examples include replacing plastic cutlery with recyclable wooden ones, and using paper rather than plastic straws.

2.1 The operation of the kitchen

1 Any two from:
- to design an efficient workflow – it should be in one direction; backtracking and crossover of materials and products must be avoided
- to provide adequate work space so that staff do not get in each other’s way
- to create appropriate sections – vegetable preparation and wash-up areas should be separate from food preparation and service, for example
- to ensure access to all areas
- to determine the number, size and type of equipment.

2 Receiving  Storing  Preparation  Holding  Serving  Cleaning

3 A salamander is a grill that grills from above using gas or electricity.
4 A FIFO (first in, first out) policy should always be used to ensure that older stock is used up first.
5 To protect feet if a knife is dropped on them, or hot liquid/food spilled.

2.2 The operation of front of house

1 Reception, bar, lounge, dining area, toilets and cloakroom.
2 Any three from: drinks measures; ice buckets; tongs; a range of glasses, coffee and tea cups; tills; drinks menu.
3 A barista makes and serves both hot and cold beverages, particularly different types of coffee.
4 Any two from:
- black skirt/trousers and white shirt/blouse
- low-heeled black shoes for comfort
- apron on top of uniform to protect from hot food/drink and spillages.
5 A housekeeper manages a team of people who clean and maintain the establishment and individual customer rooms.

2.3 How hospitality and catering provision meet customer requirements

1 Any two from: conferences, meetings, exhibitions, trade shows, staff training.
2 To access facilities such as a pool, gym or spa, or sporting activities such as golf; to eat at the hotel’s restaurant.
3 o Value for money
   o Reliability
   o Advice and help
   o Accuracy
   o Health, safety and security
   o Complaints or problems dealt with correctly
4 Any two from:
   o age
   o disability
   o gender reassignment
   o pregnancy and maternity

Answers and quick quizzes at www.hoddereducation.co.uk/myrevisionnotes
Now test yourself answers

3.1 Personal safety responsibilities in the workplace

1. It will help to prevent accidents; it will ensure the business is a safe place to work; it will ensure food is safe to eat.

2. Any three from:
   - equipment is tested for safety and correctly maintained
   - chemicals are stored and used correctly by trained staff
   - risk assessments are completed
   - a health and safety policy statement is given to employees
   - safety equipment and clothing are provided
   - health and safety training is given and regularly updated.

3. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

4. Control of Substances Hazardous to Health

5. Any two from:
   - food poisoning
   - food allergies
   - trip hazards
   - food and drink spillages
   - fire and explosion
   - theft
   - assault
   - undesirable people on the premises.

3.2 Risks to personal safety in hospitality and catering

1. A risk is how likely it is that someone could be harmed by a hazard.

2. A hazard is something that can cause harm.

3. A risk assessment is a way of identifying things that could cause harm to people in the workplace.

4. Any six from:
   - stress, fatigue
   - using equipment
   - trip hazards
   - food and drink spillages
   - using hazardous chemicals
   - inadequate clothing worn
   - using electrical appliances
   - moving and lifting objects
   - fire and explosion
   - bullying and harassment
   - injuries
   - inadequate lighting
   - inadequate ventilation
   - inadequate signage
   - theft
   - assault
   - undesirable people on the premises.

5. Any two from:
   - food poisoning
   - food allergies
   - trip hazards
   - food and drink spillages
   - fire and explosion
   - theft
   - assault
   - undesirable people on the premises.

3.3 Personal safety control measures for hospitality and catering provision

1. Any six from:
   - stress, fatigue
   - using equipment
   - trip hazards
   - food and drink spillages
   - using hazardous chemicals
   - inadequate clothing worn
   - using electrical appliances
   - moving and lifting objects
   - fire and explosion
   - bullying and harassment
   - injuries
   - inadequate lighting

WJEC Level 1/2 Vocational Award in Hospitality and Catering
Now test yourself answers

1. Inadequate ventilation
2. Inadequate signage
3. Theft
4. Assault
5. Undesirable people on the premises.

2. Wear the correct PPE, training should be given on how to lift objects carefully.

3. Wear protective clothing where necessary. Training should be given on the use of chemicals and they should be stored correctly. COSHH regulations need to be followed.

4. Any four from:
   - Food poisoning
   - Food allergies
   - Trip hazards
   - Food and drink spillages
   - Fire and explosion
   - Theft
   - Assault
   - Undesirable people on the premises.

5. Ensure that card transactions are done in front of the customer. Make sure there is a secure place for their belongings.

4.1 Food-related causes of ill health

1. Bacteria, yeasts and moulds.
2. Mould can grow on the surface of food and is often blue/green in colour. The growth of mould may be slowed down by chilling food.
3. Kidney beans should be soaked then boiled for ten minutes.
4. Food intolerances are often due to problems digesting particular foods. Food allergies can cause a fast and severe immune reaction, and can even cause death in a small number of people.
5. Examples include milk, yoghurt, cheese, cream and any foods that contain these as an ingredient.

4.2 The role and responsibilities of the Environmental Health Officer

1. Every six months.
2. Verbal advice, informal letter, formal letter, notices, prosecution.

3. A notice that tells a food business what they need to do to improve to meet food hygiene regulations.
4. A notice that is served if there is a serious risk of harm.
5. To avoid going to court.

4.3 Food safety legislation

1. Farm to fork is important because it means that food can be traced through all the stages of production, processing and distribution back to the original source.
2. Hazard analysis and critical control point (HACCP) is a process that is designed to help you look at how you handle food, and to put procedures in place to ensure the food you produce is safe to eat.
3. Physical, biological and chemical.
4. Any three from:
   - To enable the consumer to make informed decisions and choices, and to educate them about the food they choose to buy.
   - To help us store, prepare and cook the food we buy correctly.
   - To establish the nutrient content of the food.
   - To identify the ingredients used in the food – if a consumer has a severe allergy to certain ingredients (for example nuts), they need to check if the food contains those ingredients.
   - To establish the nutrient content of the food – if a consumer has a health condition such as diabetes or high blood pressure, they may want to check the sugar, fat, carbohydrate or salt content of the food.
   - To identify the manufacturer’s name and address, in case a customer wants to complain about the product, for example.
   - To identify where the food comes from – some consumers may prefer to buy local produce.
5. A red label means the food is high in something that consumers should try to cut down on in their diet (sugar, fat and salt). Such foods should be chosen less frequently and eaten in small amounts.

4.4 Common types of food poisoning

1. Examples could include: raw food, pests, people, air and dirt, soil, food waste, water and animals.
2. Food, warmth, moisture and time.
3.5 Symptoms of food-induced ill health

1. Any three from: weight loss, diarrhoea, lack of energy, loss of appetite, vomiting, children do not gain weight or don't grow properly, general malnutrition.
2. Any two from: abdominal pain, nausea, diarrhoea, flatulence.
3. Eating contaminated food allows bacteria to enter the stomach and multiply. Some bacteria produce a toxin that makes you ill.
4. Shivering, diarrhoea and vomiting (being sick).
5. Onset time is 12–72 hours; symptoms usually last 4–7 days.

5.1 & 5.2 Options for hospitality and catering provision

1. Advantages of buying street food: usually fast service, cheap prices, food is wrapped and ready to go, a chance to buy different types of food.
2. Disadvantages of buying street food: hygiene may not be as good as indoor venues (for example pest control and temperature control); there may be no seating available; usually need cash to pay.
3. Advantages of staying in a budget hotel: convenient locations, often near motorways and airports; tea- and coffee-making facilities; shops, cafes and restaurants close by.
4. Disadvantages of staying in a budget hotel: few staff on duty at any one time; there may not be a restaurant; can be noisy if near a motorway or airport.
5. Examples could include:
   - families with children under 12
   - families with teenage children
   - groups of people, such as a school group
   - old age pensioners
   - overseas visitors
   - single people
   - couples.

Unit 2

1.1 Functions of nutrients in the human body

1. Any four from: meat, poultry, fish, eggs, offal, cheese, milk, beans, peas and lentils, cereal grains, nuts, Quorn, tofu, quinoa, seeds.
2. Sugars and starches.
3. Cools the body by sweating, to prevent cell damage and overheating; transports waste products from the body.
4. Any two from:
   - helps the body to absorb iron
   - keeps body cells healthy
   - helps the healing process.
5. Any three from:
   - milk
   - cheese

Examples could include:
- **B&Bs and guest houses**: friendly service, may also offer lunch and an evening meal, offer good value for money.
- **Budget hotels**: convenient locations; cheaper than regular hotels; tea- and coffee-making facilities; shops, cafes and restaurants close by.
- **Youth and backpacker hostels**: cater for all groups travelling on a limited budget, basic but wholesome meals are provided; self-catering facilities are usually available, some rooms are private and en suite, open to all ages.

Examples of provision likely to be on offer:
- restaurants – main meals and drinks
- cafes – main meals, lighter meals and snacks/drinks
- bars – drinks, snacks and light meals
- coffee shops – drinks, snacks and light meals
- takeaway food and drinks – burgers, fish and chips, pizza and drinks.

Holiday parks are suitable for families because:
- the catering provisions are close to park attractions
- fast, efficient service
- can cope with large numbers of visitors at one time
- choice of eating places
- menus designed for feeding all ages, from babies to the elderly.

Examples of provision likely to be on offer:
- restaurants – main meals and drinks
- cafes – main meals, lighter meals and snacks/drinks
- bars – drinks, snacks and light meals
- coffee shops – drinks, snacks and light meals
- takeaway food and drinks – burgers, fish and chips, pizza and drinks.
1.2 Nutritional needs of specific groups

1. Any two from:
   - children’s stomachs are small
   - they cannot eat large meals at one time
   - to provide sufficient energy and nutrients.

2. Vegans do not eat any animal products, including meat and fish, dairy products, eggs and honey. It is becoming more popular in the UK because:
   - the effects of producing animal foods on the environment are a concern
   - people prefer to eat vegetable foods for ethical reasons.

3. Any three from:
   - milk
   - yoghurt
   - cheese
   - cream.

4. Food allergies describe a serious reaction that occurs when a person with an allergy eats food that contains the allergen. It can cause life-threatening symptoms. Food labels must emphasise these allergens by law to protect the public.

5. PAL = physical activity level
   - BMR = basal metabolic rate

1.3 Characteristics of unsatisfactory nutritional intake

1. Nutritional deficiency means eating too little food or too little of a nutrient to meet dietary needs. Nutritional excess means eating too much food or too much of a nutrient.

2. To avoid the following:
   - weight loss
   - lack of essential fatty acids
   - lack of vitamins A, D, E and K.

3. Constipation; increased risk of bowel cancer.

4. Rickets in babies and toddlers; osteoporosis in adults.

5. Deficiency: iron-deficiency anaemia
   - Excess: constipation, feeling sick, stomach pain

1.4 How cooking methods impact on nutritional value

1. For healthy eating, we should aim to retain as many vitamins and minerals as possible. Vitamins and minerals can be destroyed by incorrect or prolonged methods of cooking. For example, more vitamins are lost when food is boiled rather than steamed.
   We can also reduce the fat content of food by selecting suitable cooking methods, for example grilling rather than frying.

2. B group vitamins are retained, but some are lost due to the intense heat.
   - Fat is reduced as it drains off the food.
   - Iron and calcium will be retained.
   - Fat-soluble vitamins are lost when the fat melts because they will run out of the food.

3. Boiling:
   - Vitamin C and some B group vitamins are destroyed by heat.
   - Vitamin C, B group vitamins, iron and calcium will leach into the cooking water.
   - Steaming:
     - No contact with water so vitamin C, B group vitamins, iron and calcium will not leach out.
     - Some water-soluble vitamins will be lost from the effect of the heat (B group and C).
   - Comparison:
     - There is less damage to the B group vitamins and vitamin C by steaming as the broccoli does not have direct contact with the water; less vitamins are leached/dissolved into the cooking water.
     - Both methods will cause the B group vitamins and vitamin C to be reduced due to the heat produced by both cooking methods.

4. Any two from:
   - Steaming – retains nutrients as they are not in direct contact with the boiling water; steaming is a quick method of cooking; there is no added fat.
Grilling – as it is a fairly quick method of cooking the heat does not destroy all of the B group vitamins and vitamin C in food; fat is drained off; iron and calcium are retained.

Stir-frying – most B group vitamins and vitamin C are retained as it is a quick method of cooking without exposure to water; a small amount of fat is added, which supplies fat-soluble vitamins.

Poaching – retains some of the B vitamins and vitamin C as it is a fairly quick method of cooking; as food is cooked in water, the fat content is not increased.

5 Baking:
- Does not affect calcium and iron.
- Vitamin C and B group vitamins are lost due to the heat.
- No added fat.

Roasting:
- Does not affect calcium and iron.
- Most vitamin C and B group vitamins are lost due to the heat and long cooking time.
- Adds fat to food, including fat-soluble vitamins.

Comparison:
- Both methods do not affect the calcium and iron in the potatoes.
- Both methods lose some B group vitamins and vitamin C.
- Roasting increases the fat content of the roast potatoes, as fat is used to roast them. Baked potatoes do not need added fat during baking.
- If potatoes are baked in their skin, the fibre content of the potato will be retained; potatoes are usually peeled for roast potatoes, so fibre is lost.

3 Hand-held equipment such as knives, tins and pans in a variety of sizes.
- Powered equipment saves time, for example food processors can grate, mix, blend, and chop in a very quick time compared to carrying out tasks by hand.
- Food storage equipment can speed up processes, for example a blast chiller can cool food ready for decorating, and freezers can prolong the shelf life of many foods.

<table>
<thead>
<tr>
<th>Type of food service</th>
<th>Specific group</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant – waiting staff service</td>
<td>Older adults</td>
<td>May have mobility problems and need waiter service</td>
</tr>
<tr>
<td>Fast food – counter service</td>
<td>Teenagers</td>
<td>Food is made to order very quickly; it may be taken away or eaten in</td>
</tr>
<tr>
<td>Carvery – self-service</td>
<td>Younger adults</td>
<td>Customers help themselves to food, so they can adjust portion sizes and just take the food they want to eat</td>
</tr>
</tbody>
</table>

5 Food costs form a large percentage of the total costs of a catering establishment. It is therefore essential that dishes are costed accurately. Food costs need to be controlled so that the catering establishment makes a profit and stays in business.

### 2.1 Factors to consider when proposing dishes for menus

1 Food is more likely to be locally grown. The food miles will be lower than for imported foods.

2 Any two from:
- excellent cookery skills
- ability to work under pressure
- ability to work in a limited space
- ability to meet deadlines
- ability to remain calm in stressful situations.

### 2.2 How dishes on a menu address environmental issues

1 Carbon dioxide, methane and nitrous oxide.

2 It is a measure of the impact humans have on the environment in terms of the amount of greenhouse gases produced by a particular product or industry.

3 Plant foods take less energy to produce, so less greenhouse gases are released into the Earth’s atmosphere; plant foods also require less water to produce than animal foods.
For example:
- choose recipes with short cooking times to reduce the amount of energy used
- fill the oven up, so more food is cooked in the oven at one time, to make its use more efficient
- use a microwave to reduce energy consumption during cooking
- put lids on saucepans to keep the heat in by trapping the steam
- with gas burners, keep the flame under the pan so the energy is used to heat the pan, not the area around it
- use local/seasonal ingredients to reduce food miles
- use organic ingredients to reduce damage to the environment through artificial fertilisers and pesticides.

For example:
- cottage pie
- shepherd’s pie
- fish cakes
- bubble and squeak
- cheese and onion pasties
- potato cakes
- gnocchi.

2.3 How menu dishes meet customer needs

1 Any two from:
- Ovo-lacto vegetarians – no meat, fish or animal products that involve the slaughter of an animal (no gelatine or lard).
- Lacto vegetarians – no meat, fish or animal products that involve the slaughter of an animal (no gelatine or lard), and no eggs.
- Vegan – no animal products, including meat, fish, dairy products, eggs and honey.
- Allergies (for example to nuts, milk, soya) – the dish must be free of the allergen.
- Intolerances (for example to gluten, lactose) – the dish must be free of the problem food.
- Religions – Hindus do not eat beef; Muslims and Jewish people do not eat pork; Buddhists are usually vegetarian.

2 Fruit and vegetables
- Starchy carbohydrates

3 a) Brightly coloured, red, smooth, salty, attractive, creamy, tasty, peppery, pleasant, hot.

b) Attractive, tasty, colourful, crispy, crunchy, firm, sweet, pleasant, room temperature.

c) Appetising, solid, attractive, dark brown, smooth, creamy, gooey, soft, pleasant, sweet, frozen.

4 To make sure all costs are covered and so that a profit can be made.

5 Different food services offer food at a wide range of prices to meet the needs of different customers. Customers eat out at restaurants and cafes for different occasions, at different times of day, with different people or sometimes alone. Having a range of prices gives choice and allows customers on varying budgets to choose suitable food and drink.

2.4 Planning production of dishes for a menu

1 So that the food is prepared, cooked and served on time, while ensuring the food is presented well and is safe to eat.

2 Any three from this list or other valid responses:
- timings
- health and safety points
- quality points
- cooking instructions
- storage details
- cooling – to safe temperature
- contingencies
- tools needed
- equipment needed
- waste management
- completion of dishes
- hot holding
- serving information.

3 Credit any three recipes that need time, for example to rise (bread dough), to set (chilled desserts), to chill (cold drinks, salads) or to marinate (meat, fish, tofu).
3.2 Assuring quality of commodities to be used in food preparation

1. Any two from:
   - in a fridge
   - towards the bottom of the fridge
   - underneath cooked food
   - covered.

2. Any three from:
   - Fish should smell like the sea or have no aroma at all. If the smell is strongly fishy then the fish is not fresh. There should be no smell of ammonia.
   - The fish should feel firm, not spongy; it should have a thin covering of slime and should not feel dry.
   - Fish with scales should have an even coverage of scales, they should not be coming loose and there should not be patches without scales.
   - The eyes of the fish should be bright, not sunken and dull.
   - The gills should look red, not pale.

3. Keep in a covered container in a cool, dry store.

4. One mark for each point:
   - place in a single layer
   - they should not be touching
   - wrap in cling film.

5. One mark for each point:
   - meat should have a firm, close texture
   - meat should never be slimy; it should be moist.

3.3 Techniques in cooking of commodities

1. It is healthier because no extra fat is used.
2. d) Steak
3. Cooking and browning with the aid of fat.
4. Answer can include:
   - Fish can be coated in egg and breadcrumbs, batter or just flour and fried. Coating fish keeps the flavour in and protects its delicate structure. It also adds colour.

3.1 Techniques in preparation of commodities

1. To add air (1 mark) and to remove lumps (1 mark).
2. Two from each group – one mark for each:

<table>
<thead>
<tr>
<th>Hard</th>
<th>Semi-hard</th>
<th>Soft</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheddar</td>
<td>Wensleydale</td>
<td>Brie</td>
</tr>
<tr>
<td>Double Gloucester</td>
<td>Lancashire</td>
<td>Camembert</td>
</tr>
<tr>
<td>Red Leicester</td>
<td>Caerphilly</td>
<td>Dolcelatte</td>
</tr>
<tr>
<td>Parmesan</td>
<td>Edam</td>
<td>Cambozola</td>
</tr>
<tr>
<td></td>
<td>Mozzarella</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stilton</td>
<td></td>
</tr>
</tbody>
</table>

3. Double cream (1 mark) and whipping cream (1 mark).
4. One mark for each recipe idea where flavour is added, for example roast and stuffed chicken, chicken fricassée, chicken Kiev, chicken curry, sweet and sour chicken.
5. Clotted cream.
Frying conserves the flavour and is really successful with whole fish, flat fish and oily fish. The fish should be turned only once to ensure it does not fall apart.

Fish can be baked, particularly if stuffed or wrapped in foil or parchment, to preserve flavour and retain moisture.

Fish can be poached in a small amount of liquid; to retain nutrients lost in the cooking liquid, this can be used as the basis of a sauce to serve with the fish.

Fish can be steamed in an electric steamer or on a lightly greased plate over a pan of boiling water, keeping in favour and nutrients.

Fish can be garnished with tomato or lemon to add colour.

Examples include chicken, fish and eggs.

3.4 Completing dishes using presentation techniques

1. Any two from:
   - There is little wastage of food, which keeps costs down
   - Customers have a consistent quantity of food, which will stop complaints about size of portions
   - Food items of the same size will take a similar time to cook.

2. Any two from ice cream, sorbet and mashed potato, or any other suitable answer.

3. Answers may include:
   - Consider the serving dish and how food will be placed on it.
   - Use the centre height of the dish – a mound of food will look more attractive than if it is flattened on a plate or serving dish.
   - If laying out a plate of biscuits or canapés, arrange them in contrasting rows, as these look attractive.
   - Overlap food such as fruit slices or slices of meat; it stops the food looking flat and dull on the plate.
   - Keep colours to a minimum as lots of different colours can be overbearing. Using two colours or different shades of a single colour works very successfully.
   - Sauce can be used to present food effectively, either by pouring it over the food, drizzling it, dotting it or serving it in a small jug alongside the food.

4. Savoury food is often plated on oval dishes or plates; sweet food is often plated on round dishes or plates.

5. Cakes or biscuits can be placed on a doily, then on a plate or tiered cake stand.

4. A quenelle is an egg-shaped portion of food (1 mark). It is made by shaping a soft, smooth food using two spoons (1 mark).

5. Using a knife, a V-shape is cut out around the middle (1 mark) to create a toothed effect (1 mark).

3.5 Using food safety practices

1. Food hygiene and safety are very important when preparing food to protect customers from food contamination (1 mark), which may cause food poisoning (1 mark).

2. Any six from:
   - Do not cough or sneeze near food.
   - Do not touch your head, especially your mouth, nose and ears.
   - You must wear a clean apron/chefs’ whites when working with food because your own clothes will have bacteria on them. Wearing protective clothing stops bacteria on your clothes getting on to food.
   - Footwear should be non-slip, flat and comfortable. No open-toes shoes, for example sandals.
   - Do not brush your hair when wearing protective clothing or in any food areas.
   - Long hair should be tied back and covered, or a hat/hair net should be worn.
   - Cuts and scratches should be covered with a blue waterproof plaster.
   - Do not prepare food if you are unwell with a tummy bug or cough/cold, as you could spread bacteria to food.
   - Hands should be washed with soap and hot water regularly.

3. Stops bacteria on your clothes getting onto food.

4. a) Fridge: 0–5 °C
   b) Freezer: –18 °C
   c) Cooking and reheating food: 75 °C
   d) Hot hold temperature: 63 °C

5. Clean and disinfect the probe before and after each use (1 mark). Insert the probe into the thickest part of the food (1 mark) and wait for the reading to settle (1 mark).
1. a) Be in charge of the kitchen brigade.

2. A sous chef is just below the head/executive chef in the kitchen brigade and is often in charge of the day-to-day running of the kitchen. They are responsible for the kitchen staff and activities when the head chef is not on duty. They plan food preparation, schedule staff rotas, supervise staff and help train staff.

3. a) Any two from: business people, corporate groups, teachers, staff on training.

   b) Any three from: food and drink facilities, projector, screen, microphone, laptop facilities, Wi-Fi, flipchart and pens, telephone conference facilities.

4. Hotel: more customers at hotel; conferences are often midweek so the hotel will be full when it might otherwise be quiet; more profit; the person may like the hotel and return again for business or leisure.

   Person: can use facilities at hotel, for example spa, golf course; does not have to travel on the day of the conference, so not as tired; often cheaper deals if booking as a group; conference facilities are already there and set up.

5. Answers could include:
   - ensure access for disabled
   - fire safety checks/exists are clear
   - HACCP checks for food (preparing, cooking and serving)
   - risk assessment
   - spills on floor
   - lifting equipment safely/safe use of equipment
   - reporting accidents
   - ensuring there are no trip hazards
   - access to bring food in and remove dirty equipment from the room safely
   - knowing who is in charge of first aid
   - not having equipment and cutlery hanging on edges of tables
   - keeping glass away from the edges of tables
   - warning signs for hot dishes if customers are serving themselves
   - warning customers, for example that plates are hot.

6. Marks are awarded for each section as follows:

<table>
<thead>
<tr>
<th>Response</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response identifies the correct and comprehensive knowledge of how yeasts and moulds may spoil food</td>
<td>Upper-level response: 5–6 marks</td>
</tr>
<tr>
<td>Response identifies the correct knowledge with a good explanation of how yeasts and moulds may spoil food</td>
<td>Middle-level response: 3–4 marks</td>
</tr>
<tr>
<td>Response identifies some correct knowledge with a basic explanation of how yeasts and/or moulds may spoil food</td>
<td>Lower-level response: 1–2 marks</td>
</tr>
<tr>
<td>Incorrect knowledge or no specific examples of how yeasts and moulds may spoil food</td>
<td>0 marks</td>
</tr>
</tbody>
</table>

Indicative content for yeasts:
- Yeasts are single-celled fungi that reproduce by budding.
- Yeasts can grow in acidic, sweet foods, for example orange juice can ferment if it is not stored correctly.
- Yeast may ferment honey that is not pasteurised.
- Budding means the yeast cell grows a bud, which becomes bigger until it eventually breaks off and becomes a new yeast cell.
- Yeasts can grow with (aerobic) or without (anaerobic) oxygen.
- Yeasts prefer moist, acidic foods.
- Yeasts can grow in high concentrations of sugar and salt.
- Yeasts can grow at fridge temperatures (0–5°C).
- Yeasts are destroyed at temperatures above 100°C.
Indicative content for moulds:
- Moulds are tiny fungi that produce thread-like filaments that help the mould to spread around the food.
- Moulds grow in warm and moist conditions.
- Moulds grow easily on bread, cheese and soft fruits.
- Moulds can grow on foods with high sugar and salt concentrations.
- Moulds grow best between 20°C and 30°C.
- Moulds can grow in the fridge 0–5 °C.
- Mould growth may be speeded up by high humidity and fluctuating temperatures.
- Moulds can grow on fairly dry food, such as hard cheese (for example Cheddar cheese).
- Moulds often spoil food such as bread and other bakery products.

Marks are awarded for each section as follows:

<table>
<thead>
<tr>
<th>Response</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response describes in detail the role of an Environmental Health Officer</td>
<td>Upper-level response: 5–6 marks</td>
</tr>
<tr>
<td>Response describes in some detail the role of an Environmental Health Officer</td>
<td>Middle-level response: 3–4 marks</td>
</tr>
<tr>
<td>Response is a limited description of the role of an Environmental Health Officer</td>
<td>Lower-level response: 1–2 marks</td>
</tr>
<tr>
<td>Incorrect knowledge or no specific description of the role of an Environmental Health Officer</td>
<td>0 marks</td>
</tr>
</tbody>
</table>

Indicative content:
- Look after the safety and hygiene of food through all stages of manufacture or production from distribution to storage and service.
- Help develop, co-ordinate and enforce food safety policies.
- Have the right to enter and inspect food premises at all reasonable hours and can visit without advance notice.
- Carry out routine inspections of all food premises in their area. The frequency of routine inspections depends on the potential risk posed by the type of business and its previous record. Some high-risk premises may be inspected at least every six months, others much less often.
- Visit premises as a result of a complaint.
- Have powers of enforcement. This will be issued if the law is being broken and will set out what must be done to comply with the law.

8 Award one mark for each correct advantage and one mark for each correct disadvantage.

Indicative content:

<table>
<thead>
<tr>
<th>Catering option</th>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street food</td>
<td>Usually fast service, Cheap prices, Food is wrapped and ready to go, Can ask questions about ingredients etc.</td>
<td>Hygiene may not be as good as indoor venues, for example lack of pest control and temperature control.</td>
</tr>
<tr>
<td>Casino</td>
<td>Friendly service, Lots of staff available to help, Offer various food and drink choices</td>
<td>Membership is often required for private clubs, which can be expensive.</td>
</tr>
<tr>
<td>Vending machine</td>
<td>Very convenient, Open 24/7, Some take card payments</td>
<td>Choice of food/drinks very limited.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Can be expensive.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Machines may only take cash.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Can be out of order or money lost with no one around to help.</td>
</tr>
</tbody>
</table>

9 Marks are awarded for each section as follows:

<table>
<thead>
<tr>
<th>Response</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed response suggesting two suitable types of accommodation with two qualified reasons for both</td>
<td>Upper-level response: 5–6 marks</td>
</tr>
<tr>
<td>Response suggesting two suitable types of accommodation with at least one qualified reason for each</td>
<td>Middle-level response: 3–4 marks</td>
</tr>
<tr>
<td>Response suggesting at least one suitable accommodation option, with no or just one reason for choice</td>
<td>Lower-level response: 1–2 marks</td>
</tr>
<tr>
<td>Response or quality of response not sufficient for a mark to be awarded</td>
<td>0 marks</td>
</tr>
</tbody>
</table>
Indicative content:

- **Luxury hotel**:  
  - most offer room service  
  - have Wi-Fi  
  - often have sports facilities, such as a gym and/or swimming pool  
  - provide food 24/7  
  - have a choice of eating venues  
  - would be at ease with a formal dress code  
  - affordable as on a high income

- **Boutique hotel**:  
  - reputation for good food and wine  
  - friendly service  
  - relaxed atmosphere  
  - very suitable for couples  
  - quieter, as children are not usually permitted  
  - affordable as on a high income

- **B&Bs and guest houses**:  
  - often small and family run  
  - friendly service  
  - guest houses may also offer lunch and an evening meal  
  - good value for money, but luxury B&Bs and guest houses with en-suite facilities are also available

- **Farmhouses**:  
  - often offer B&B and holiday cottages  
  - bedrooms meet the national tourist board standards  
  - rooms are inspected to make sure they offer value and quality