



GCSE MARKING SCHEME

CATERING

SUMMER 2010

INTRODUCTION

The marking schemes which follow were those used by WJEC for the Summer 2010 examination in GCSE CATERING. They were finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conferences were held shortly after the papers were 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 conferences was to ensure that the marking schemes were 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' conferences, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about these marking schemes.

Foundation Tier

Q.1 **Award 1 mark for each** correct answer. [4]

- (i) True
- (ii) False
- (iii) True
- (iv) False

Q.2 **Award 1 mark for each** correct term. [3]

- (i) Vol au vent
- (ii) Gateau
- (iii) Hors d'oeuvre

Q.3 **Award 1 mark for each** correct answer. [4]

- (i) Chef's jacket:
White so you can see when it is dirty / needs changing
For extra protection from heat and splashes
Do not accept protects clothes
- (ii) Neckerchief:
Absorbs sweat from neck
- (iii) Chef's hat:
Stops hair / dandruff falling into food
Soaks up sweat from forehead
Acts like a chimney to keep top of head cool
Tall hats can show superiority in kitchen
- (iv) Clogs:
Comfortable for long hours on feet
Non-slip soles
Added protection for top of feet in case of knives etc. falling
Allow feet to 'breathe'
Keeps feet cool

Q.4 (a) **Award 1 mark for each** correct answer. [5]

Gateau
Eggs }
Sugar } Note these two can be in any order
Air
Flour

(b) **Award 1 mark for each** correct suggestion. [2]

- Cream
- Butter icing or butter cream
- Fromage frais
- Lemon curd
- Chocolate spread or nutella
- Orange curd
- Fresh fruit
- Marmalade
- Peanut butter

(c) **Award 1 mark for each** correct cake making method identified. [2]

- Rubbing in method
- Creaming method
- Melting method
- All-in-one or one-stage method

Q.5 (a) **Award 1 mark for each** correct answer. [3]

- Wash hands before starting work, handling food, preparing food, after going to the toilet, after blowing nose, after handling rubbish, after a break, after handling raw food
- Tie long hair back or preferably wear a hat
- Have nails short and clean
- No nail varnish
- No jewellery
- Cover cut, burns and sores with waterproof dressings
- Do not work with stomach or bowel problems
- Wear clean whites, apron, chef's jacket, protective clothing
- Do not cough or sneeze over food

(b) **Award 1 mark for each** correct answer. [3]

A worker who feels sick at work should:

- Report to the supervisor straight away
- Go home
- Get medical advice or get medical clearance before returning to work

Q.6 (a) **Award 1 mark for each** valid reason given. [2]

- Barbecuing is a quick method of cooking
- It is ideal for outdoor catering functions
- It is a 'healthy' method of cooking as no fat is added
- It gives food a good flavour
- It gives food an attractive appearance
- Food is visible when being cooked – gives chef good control

Do not accept 'easy'.

(b) **Award 1 mark** for each correct **safety** rule. [3]

NOTE: Only 1 mark should be awarded for 'wearing of protective clothing'.

- Chefs should wear protective clothing / loose, baggy clothing
- The barbecue should not be overloaded
- Turn food regularly (use of tongs) / collect all equipment
- Fat can drip onto the barbecue causing excess smoke, flare or fire – chefs should take care not to pierce foods that have a high fat content
- A fire blanket and extinguisher should be available in case of fire
- Never put petrol (or similar) onto a charcoal barbecue
- If using outdoors, site away from play areas and do not allow children or animals to get near
- Clean thoroughly after use to prevent build-up of fat
- Allow up to one mark for personal protection e.g. tie hair back
- Don't leave unattended
- Place on a secure surface

- (c) **Award 1-2 marks** for a limited answer that resembles a list with little discussion.
Award 3-4 marks for a good answer that shows an understanding of the choice of foods with valid examples.
Award 5-6 marks for an excellent answer that discusses the main points to consider when choosing foods with valid reasons and examples. [6]

Points to consider could include the following:

- Expensive cuts of meat need to be used as cooking time is short
- Choose small, thin items of food that cook quickly – thicker items of food e.g. chicken drumsticks and thick sausages may need cooking first and then ‘finishing’ on the barbecue as the intense heat browns quickly but does not cook through. Risk of food poisoning is increased if appropriate foods are not selected. (reasons above)
- Food should be in date
- Food must be kept chilled prior to barbecuing
- Frozen food **MUST** be thoroughly defrosted before cooking
- Chefs should cater for all tastes and diets e.g. vegetarian, dietary needs – allergies – this may need careful planning if there is only one barbecue
- Balance of colour – needs to tempt customers
- Appearance of food – not overcooked
- Quantity of food – most people eat more at a barbecue than a ‘sit down’ meal – especially meat items
- People tend to ‘graze’ at a barbecue i.e. eat one item at a time – so a selection needs to be on offer throughout service time
- Have plenty of accompaniments – e.g. bread, salad, potatoes etc. to serve with the barbecued food
- Sweet food can be cooked on the barbecue to use up the residual heat e.g. bananas, marshmallows
- Taste of food – barbecuing gives an excellent flavour to food – this can be improved with use of marinades

Choice of foods (examples) for cooking could include the following:

- Pork or lamb chop / cutlet
- Gammon
- Steak (minute, fillet, rump, sirloin)
- Sausages
- Beefburgers, hamburgers, vegeburgers
- Chicken (drumsticks, wings, breast pieces, etc.)
- Fish – especially king prawns and oily fish like sardines
- Kebabs (meat or fish)
- Tomatoes, mushrooms, sweet corn, etc.
- Sweet foods like bananas, etc.

Q.7 (a) **Award 1 mark for each** correct suggestion. [2]

- They are situated in most major high streets so easily accessible
- They offer good value for money – cheap
- Food is quickly prepared so no waiting time / quicker / saves cooking
- Queues form at the 'shortest' waits
- May offer take away and drive through services
- Limited menu but all dishes always available
- Same quality and taste nationally (and internationally)
- Informal which is what a lot of people (especially teenagers) prefer

(b) **Award 1 mark for each** valid response given. [4]

- They need good product knowledge, especially those working on the tills
- They should be sociable with a pleasant personality
- They need to be quick as customer turnover is very fast
- They need to be numerate / accurate, especially if working on the till so that customers are happy with service
- They need to 'up sell' i.e. promote offers and larger drinks etc.
- They need to look smart as they are dealing with customers and food
- They need to be fit and healthy – long hours on feet
- Able to speak range of languages

(c) **Award 1-2 marks** for an answer that resembles a list.

Award 3-4 marks for a good answer that identifies the packaging used with some explanation.

Award 5-6 marks for an excellent answer that discusses the range of packaging used with good explanations. [6]

(minimum of 3 types discussed for 6 marks)

- Polystyrene boxes are used that keep the food hot, are easy to print with the company logo, are light to carry. They are not environmentally friendly
- Plastic or cardboard cups for hot drinks – these have to be supplied with a lid for takeaway. They are easy to print, keep drinks hot, are hygienic and non-spill. Plastic ones cannot be recycled easily
- Cardboard boxes – easy to print, soak up excess grease, keep food hot, protect food (like pizzas) from damage, easy to stack and assemble. Used for MCD Happy meals, KFC, Pizza outlets
- Paper wraps – paper is easy to print, more environmentally friendly than polystyrene and plastic containers. Many burger outlets are using paper/card instead of polystyrene for environmental reasons
- Paper carrier bags – used for takeaway meals (reasons as for wraps)
- Plastic boxes e.g. for sandwiches – good for keeping food hygienic and fresh but not good environmentally – many sandwich outlets are now using card or paper instead

Q.8 (a) **Award 1 mark** for each of **three** health risks obese children may have. [3]

- Increased risk of heart disease / heart attack at younger age
- Increased risk of diabetes
- Increased risk of cancer
- Shorter life span
- High cholesterol levels / blocked arteries
- High blood pressure
- Psychological problems – lack of friends, depression, low self-esteem
- Social problems – not being chosen for teams, being called names, not able to participate in sport / lack of energy
- Breathing problems – lack of exercise
- Setting precedence for later life

(b) **Award 1-2 marks** for a basic answer or list.

Award 3-4 marks for a good answer that offers some valid suggestions.

Award 5-6 marks for a detailed answer that offers valid suggestions with reasons. [6]

The main problem with children's menus is that they offer foods that are high in fat i.e. chips, foods that are high in sugar i.e. fizzy drinks and relatively high in salt i.e. any processed food. They often lack fibre (NSP).

Look for valid suggestions based on:

- Reducing fat i.e. exchanging chips for jacket potato or potato wedges
- Reducing sugar i.e. offering juices, water, and smoothies instead of fizzy drinks
- Reducing salt i.e. using less processed foods, especially meats
- Offering smaller versions of adult meals rather than the burger/chicken/sausages/fish fingers served with chips
- Incorporating fresh fruit and vegetables whenever possible i.e. pizza toppings, Bolognese, chilli or lasagne dishes, wraps, dips, etc.
- Offer fruits, nuts, cereal bars as snacks rather than sweets and crisps
- Include whole wheat products where possible / fresh fruit and vegetables
- Try to include dairy foods (for calcium and protein)
- Healthier cooking methods
- Higher value of NSP
- Reference to E numbers

Looking for a fact, reason and example to award

Q.9 Award 1 mark for each correct answer.

[8]

	Hazard	Control
(a) Delivery of fresh fish	Fish, especially shellfish, is highly perishable. Could be contaminated with food poisoning bacteria. (could go off , cause food poisoning)	Buy from reputable supplier. Check fish is correct temp (chilled). Check appearance and smell of fish. Deliver on ice. Reference to "cold".
(b) Raw meat in fridge	Food poisoning bacteria could contaminate other food. (blood drips on other foods) Cross contamination.	Keep high risk foods in fridge (under 5°C). Place meat on bottom shelf so blood cannot drip onto other foods. Keep separate from cooked foods.
(c) Roast Chicken	Food poisoning bacteria will survive if core temperature is not high enough to kill bacteria. Could get salmonella / food poisoning. Bacteria not killed.	Defrost poultry thoroughly before cooking. Use a temp probe to check core temperature is above 75°C. (72°C) Accept probe without temperature. Cook thoroughly / not pink in the middle / juices run clear.
(d) Food on a hot counter	Temperature could drop into the danger zone (5-63°C). This would mean food poisoning bacteria could grow rapidly. Bacteria could produce toxins. Physical contamination by customer or food handler.	Use temp probe / check to ensure food is served at a minimum temperature of 63°C. Keep foods out of danger zone. Use sneeze guards , food handler –personal hygiene.

Q.10 (a) Award 1 mark for each correct nutrient.

[2]

- Protein
- Fat (whole milk)
- Calcium
- Vitamin A (whole milk)
- Vitamin B group

- (b) **Award 1-2 marks** for a basic answer or one that resembles a list.
Award 3-4 marks for a sound answer that states a few types of milk and how they meet the needs of different customers.
Award 5-6 marks for a detailed answer that suggests several types of milk and how they meet the needs of different customers.
(Alternatives to cows' milk for lactose intolerants must be mentioned for full marks.) [6]

- Skimmed or semi-skimmed milk – lower fat content for healthier eating
- Whole milk, extra creamy milk – many customers like 'rich' tasting milk with breakfast cereal. Young children need whole milk in their diet
- Dried milk or UHT milk – as a stand-by in case of emergency e.g. extreme weather conditions or unexpected guests
- Individual UHT cartons used in hotel rooms with tea/coffee making facilities – good keeping quality and correct 1 portion size
- Dried milk sachets – as above
- Condensed milk – used for making desserts such as banoffee pie
- Soya milk, rice milk or goats' milk – cows' milk contains lactose which lactose intolerant customers cannot have. Customers with skin complaints like eczema may request goats' or soya milk instead of cows' milk. Vegans will request soya milk

Other milks such as homogenised (fat distributed evenly through milk for a consistent taste), evaporated (used in cookery), sterilised (altered taste, not very commonly used) may be included in the answer.

- (c) **Award 1-2 marks** for a basic answer or one that resembles a list.
Award 3-4 marks for a sound answer that discusses some reasons why cheese is a valuable food commodity.
Award 5-6 marks for a detailed answer that discusses several reasons why cheese is a valuable commodity. [6]

Examples of dishes should be given for high level marks.

- Cheese is easy to obtain
- Cheese can be used in sweet and savoury dishes e.g. quiche, cheesecake
- Cheese can be used in every course of a meal e.g. starter, main course, dessert, cheese and biscuits as well as in sauces and as party and snack items
- Cheese is ready to eat
- Cheese can be eaten hot or cold
- Cheese is a high biological value protein food – so equivalent to meat and fish. It also contains calcium and Vitamin A
- Cheese is cheaper than meat and fish so is a good alternative to these / caterers can make a good profit on many cheese based dishes
- Cheese is suitable for vegetarians
- Cheese comes in different flavours e.g. Roule; different colours e.g. Red Leicester; different textures e.g. soft cheeses like Brie and hard cheeses like Cheddar; different strengths from very mild e.g. cream cheese to very strong e.g. Stilton
- Cheese is quick to cook e.g. cheese on toast
- Cheese is easy to store and keeps well
- Cheese can be eaten at every meal of the day (including breakfast)

Higher Tier

Q.1 (a) **Award 1 mark for each** correct answer. [3]

- Overheads including rates, gas, oil, electricity
- Labour costs i.e. staff wages
- Profit
- VAT

(b) **Award 1 mark for each** of three correct reasons. [3]

Answers could include:

- Every customer receives the same amount so it is 'fair' / less opportunity for people to complain
- Every portion looks the same
- When you know how many portions a recipe makes (use of standard recipes) it enables accurate ordering of food
- When you know how many portions a recipe makes it allows for accurate costing
- Portion control minimises waste (in orders and leftovers)
- Customers want a fair portion for a fair price (value for money) – caterers can work out portions in advance
- Portion control in the kitchen (with drawing lines, garnish, decoration) means accurate service
- Good portion control is cost effective – can achieve projected profit, portion size links to costs

Q.2 Award 1 mark for each correct answer.

[8]

	Hazard	Control
(a) Delivery of fresh fish	Fish, especially shellfish, is highly perishable. Could be contaminated with food poisoning bacteria. (could go off , cause food poisoning)	Buy from reputable supplier. Check fish is correct temp (chilled). Check appearance and smell of fish. Deliver on ice. Reference to "cold".
(b) Raw meat in fridge	Food poisoning bacteria could contaminate other food. (blood drips on other foods) Cross contamination.	Keep high risk foods in fridge (under 5°C). Place meat on bottom shelf so blood cannot drip onto other foods. Keep separate from cooked foods.
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(d) Food on a hot counter	Temperature could drop into the danger zone (5-63°C). This would mean food poisoning bacteria could grow rapidly. Bacteria could produce toxins. Physical contamination by customer or food handler.	Use temp probe / check to ensure food is served at a minimum temperature of 63°C. Keep foods out of danger zone. Use sneeze guards , food handler –personal hygiene

Q.3 (a) Award 1 mark for each correct nutrient.

[2]

- Protein
- Fat (whole milk)
- Calcium
- Vitamin A (whole milk)
- Vitamin B group

- (b) **Award 1-2 marks** for a basic answer or one that resembles a list.
Award 3-4 marks for a sound answer that states a few types of milk and how they meet the needs of different customers.
Award 5-6 marks for a detailed answer that suggests several types of milk and how they meet the needs of different customers.
(Alternatives to cows' milk for lactose intolerants must be mentioned for full marks.) [6]

- Skimmed or semi-skimmed milk – lower fat content for healthier eating
- Whole milk, extra creamy milk – many customers like 'rich' tasting milk with breakfast cereal. Young children need whole milk in their diet
- Dried milk or UHT milk – as a stand-by in case of emergency e.g. extreme weather conditions or unexpected guests
- Individual UHT cartons used in hotel rooms with tea/coffee making facilities – good keeping quality and correct 1 portion size
- Dried milk sachets – as above
- Condensed milk – used for making desserts such as banoffee pie
- Soya milk, rice milk or goats' milk – cows' milk contains lactose which lactose intolerant customers cannot have. Customers with skin complaints like eczema may request goats' or soya milk instead of cows' milk. Vegans will request soya milk

Other milks such as homogenised (fat distributed evenly through milk for a consistent taste), evaporated (used in cookery), sterilised (altered taste, not very commonly used) may be included in the answer.

- (c) **Award 1-2 marks** for a basic answer or one that resembles a list.
Award 3-4 marks for a sound answer that discusses some reasons why cheese is a valuable food commodity.
Award 5-6 marks for a detailed answer that discusses several reasons why cheese is a valuable commodity. [6]

Examples of dishes should be given for high level marks.

- Cheese is easy to obtain
- Cheese can be used in sweet and savoury dishes e.g. quiche, cheesecake
- Cheese can be used in every course of a meal e.g. starter, main course, dessert, cheese and biscuits as well as in sauces and as party and snack items
- Cheese is ready to eat
- Cheese can be eaten hot or cold
- Cheese is a high biological value protein food – so equivalent to meat and fish. It also contains calcium and Vitamin A
- Cheese is cheaper than meat and fish so is a good alternative to these / caterers can make a good profit on many cheese based dishes
- Cheese is suitable for vegetarians
- Cheese comes in different flavours e.g. Roule; different colours e.g. Red Leicester; different textures e.g. soft cheeses like Brie and hard cheeses like Cheddar; different strengths from very mild e.g. cream cheese to very strong e.g. Stilton
- Cheese is quick to cook e.g. cheese on toast
- Cheese is easy to store and keeps well
- Cheese can be eaten at every meal of the day (including breakfast)

Q.4 (a) **Award 1 mark for each** of two correct reasons. [2]

Answers could include:

- Soup is suitable as a starter and a main course
- It can be extremely nutritious/healthy
- Can be any texture/thickness to suit the occasion – thin as a starter, chunky as a meal on its own
- Can be low in calories
- Many contribute to 5-a-day fruit and vegetable intake
- Vegetable soups are rich in vitamins, minerals and fibre
- Many different varieties available commercially and to make from fresh
- Soups (like smoothies) are quite trendy and fashionable
- Good alternative snack to sandwich
- Filling and warming on a cold day
- Can make profit on soups (made cheaply / sold profit)
- Cheaper starter on many menus

(b) **Award 1 mark for each** of two quality points. [2]

Answers could include:

- Correct consistency (thick / thin with justification)
- No grease or fat on surface
- No lumps of flour etc. that may be used to thicken soup
- Not cloudy but clear (depending on type)
- Good flavour – should taste of ingredients made with e.g. tomatoes
- Correct temperature (soup should not be boiled)
- Correct seasoning
- Inviting aroma

(c) **Award 1 mark** for each benefit of the soup kettle.
Benefits should not be repeated.

Answers could include:

(i) Benefits to the customer: [2]

- Soup is held at the correct temperature for eating (keeps it hot , do not accept warm)
- Customer can help him/herself to amount wanted
- No waiting to be served, customer has soup when he/she is ready
- Quicker for the customer, no waiting for it to be brought to the table

(ii) Benefits to the caterer: [2]

- Easy to clean therefore hygienic
- Keeps soup at the correct temperature
- Less service staff needed (only to check it is topped up)
- Allows for more room in kitchen
- Less likelihood of spills and accidents carrying bowls of hot soup
- Attractive enough for display in the restaurant
- Good capacity for serving many customers
- Can be used for other foods like chilli, curry, sauces, beans, etc.
- Economical to run
- More room in the kitchen
- Chefs can get on with other jobs as not having to constantly stir / serve up soup etc.

- (d) **Award 1 mark** for a brief list.
Award 2-3 marks for an answer that describes a few ways of presenting the soup and/or enhancing the service area.
Award 4-5 marks for an answer that describes how the presentation of the soup and service area can be enhanced. Examples should be given for full marks. [5]

Answers could include:

Presentation of the soup:

- Bowls of different **garnishes** could be placed next to the soup for customers to help themselves. These garnishes could include:
 - Chopped parsley, chives, coriander, etc.
 - Cream or yoghurt
 - Croutons
 - Chopped vegetables e.g. finely diced tomatoes, onion, etc.
 - Parmesan cheese (for Minestrone and other Italian soups)
 - French bread gratinated with cheese (French onion soup)

Presentation of service area:

- Accompaniments like bread rolls, toasted bread, etc. can be placed next to soup – these can be displayed in attractive bread baskets
- Butter and low fat alternatives could be offered
- Bread boards can be provided for customers to slice own bread from a selection on offer
- Serving area must be kept clean and tidy at all times / spills wiped up regularly
- Use of attractive soup bowls (and plates for carrying bowls), tablecloths
- Soup bowls kept warm
- Soup spoons and plates for carrying soup bowls should be at hand
- Soup(s) should be labelled correctly
- Ladles should be washed and replaced regularly
- Provide cloths for handling hot dishes/ladles
- All crockery is matching

- Q.5 (a) **Award 1 mark** for **each** correct health risk. [2]

Answers could include:

- Heart disease and increased risk of heart attacks
- High levels of cholesterol / blocked arteries
- High blood pressure (high levels of fat link to high levels of salt)
- Cancer
- Inactivity leading to breathlessness and breathing problems
- Halitosis (bad breath)
- Diabetes Type 2

- (b) **Award 1 mark** for a brief answer or list.
Award 2-3 marks for an answer that discusses a few suggestions for reducing fat.
Award 4 marks for an excellent answer that discusses several ways of reducing fat. [4]

Answers could include:

- Change full fat products to reduced fat products e.g. milk, cream, cheese, etc. Examples include having semi-skimmed milk instead of whole milk, having single cream on desserts instead of double cream
- Cut visible fat from meat
- Use good quality meats e.g. lean minced beef with lower fat content
- Use low fat spreads instead of butter / half fat butter
- Use vegetable oils for cooking purposes e.g. frying foods
- Use low fat / vegetable alternatives e.g. Elmlea instead of cream
- Choose low-fat products where possible e.g. biscuits
- Cut down on fat used in recipes when possible
- Grill, stir-fry, steam and microwave foods where possible – no extra fat is added to the cooking process
- Use quorn / tofu / soya instead of animal proteins / meat alternatives
- Substitute white meat for red

- (c) **Award 1 mark** for a brief answer or list.
Award 2-3 marks for an answer that explains a few ways of producing healthier dishes.
Award 4-5 marks for an excellent answer that discusses several ways of producing healthier dishes. [5]

Answers could include:

- Reducing **sugar**: to cut down risk of obesity, dental caries and Diabetes Type 2
- Using sugar substitutes
- Adapting recipes e.g. fruit pies and crumbles to reduce the amount of sugar used
- Using spices like cinnamon to disguise the lack of sugar in desserts
- Offer smoothies, fruit juices and water instead of fizzy drinks
- Reducing **salt**: to cut down the risk of high blood pressure and related heart problems
- Cutting down the amount of salt used in recipes
- Using salt substitute e.g. Lo-salt
- Using fresh or dried herbs to disguise the lack of salt
- Increasing **fibre, NSP**: to promote healthy digestive system and to cut down the risk of constipation and cancer of colon
- Use whole wheat products e.g. bread, pasta
- Serve brown rice instead of white rice
- Use fresh fruit and vegetables where possible / 5 a day fruit and vegetables
- Use fewer processed foods
- Serve salads, fresh fruit and raw vegetables as part of the menu

Award a maximum of 3 for a good answer that only addresses one of the areas above.

- Q.6 **Award 1-2 marks** for a limited answer that resembles a list.
Award 3-4 marks for a sound answer that identifies some packaging used but does not fully assess fitness for purpose.
Award 5-6 marks for an excellent answer that details a range of packaging used and assesses their fitness for purpose. (at least 3 types) [6]

Answers could include:

- Cardboard sleeves – often used for baguettes etc. Sleeve holds food while eating. Easy to print on and bio-degradable
- Cardboard sandwich boxes – easy to print, soak up excess grease, keep food fresh and protected, easy to stack and assemble
- Paper wraps – paper is easy to print, more environmentally friendly than polystyrene and plastic containers. Many outlets are using paper/card instead of polystyrene for environmental reasons
- Paper carrier bags – can be carried easily. Easy to print and environmentally friendly. Waxed paper / bags
- Plastic sandwich boxes – good for keeping food hygienic and fresh and seeing contents but not good environmentally – many sandwich outlets are now using card or paper instead
- Cellophane – lightweight and easy to seal so keeps food fresh. Not easy to re-cycle
- Polystyrene containers (for hot sandwiches) – lightweight, protect food and keep it hot. Not environmentally friendly

- Q.7 (a) **Award 1 mark** for a basic answer that lists qualities only.
Award 2-3 marks for a good answer that describes some qualities of staff.
Award 4 marks for an excellent answer that fully describes the qualities that staff in a fast food outlet should have. [4]

Answers could include:

- They need to keep counter constantly re-stocked with food
- They need to have an awareness of good portion control if serving hot selection of food
- They need to have good product knowledge in case of queries
- They need to 'up sell' i.e. promote offers, bread rolls, sauces, drinks etc.
- They need to be quick and accurate as customers pay before they eat
- Need to know prices be good at maths
- Good personal hygiene
- Team worker
- Able to speak different languages
- They need to look smart as they are dealing with customers and food
- They need to be fit and healthy – long hours on feet
- They should be sociable with a pleasant personality / don't get stressed, able to keep calm
- They need to be able to clean restaurant quickly and hygienically, as customer turnover is high
- They need good customer care skills / communication skills / IT skills
- They need to be diplomatic when dealing with customers
- Know how to use equipment / has had training on relevant equipment

- (b) **Award 1-2 marks** for a basic answer with few considerations. Answer may resemble a list.
Award 3-4 marks for a sound answer that discusses a few points to consider. Answer may lack depth.
Award 5-6 marks for a detailed answer that discusses several main points to consider in some depth. [6]

Answers could make reference to the benefits for the customer or the owner, could include:

- Less staff needed – the change will lead to reduced labour costs
- Reduced need for tableware depending on type of counter service offered – wait service needs full range of tablecloths, napkins, cutlery, china and glasses. This means reduced costs
- Counter service is faster so could serve more customers (and make more profit)
- Consideration of menu – may only need a few changes
- Training staff will be easier as less customer care is needed
- Service staff will plate up and serve dishes therefore they will need training in portion control
- Counter service is very informal – no need to take bookings
- Hours of opening could change to reflect busy times i.e. with shoppers
- Do not need to serve alcoholic drinks if offering counter service
- Customers pay before they eat / quicker
- Customers can say exactly how much they want e.g. ½ portion of chips
- Can see the food available help select appropriate choices / tempted by choices available
- Can take food off the premises

Q.8 (a) **Award up to 6 marks** for both parts of the answer.

Award 1-2 marks for an answer where the candidate has shown a basic understanding of the issues.

Award 3-4 marks for an answer where the candidate has demonstrated a reasonable understanding of the issues.

Award 5-6 marks for an answer where the candidate has demonstrated a clear understanding of the issues. [6]

Answers could include:

(i) The kitchen environment:

- A catering kitchen can be very dangerous. The prevention of accidents is therefore really important
- Accidents can be minor e.g. simple cuts and burns or more major involving machinery such as slicing machines, hot fat and electricity
- Warning and safety notices should be placed on all large items of equipment and electrical machinery
- Floors – grease free, free from spills, wet floor notices when cleaning, no obstacles on busy pathways through kitchen
- Knives – use the right sized knife for food, keep handles clean and grease free, keep blades sharp, never place on edge of tables, in washing up water, store correctly, etc.
- Heavy equipment – take care when lifting and carrying
- Electrical equipment – turn off after use, obey safety notices, use safety guards if provided, keep away from water, check regularly
- Clothing – wear appropriate clothing in the kitchen, wear non-slip shoes or clogs, tie long hair back or wear a hat, do not wear jewellery in case it gets caught in machinery, wear extra protective clothing for certain jobs
- Behaviour – do not run in kitchen, pay attention when given orders or instructions, concentrate, ensure supervision at all times
- Storage areas – keep clean with food and equipment easily accessible
- Cooking – take care when moving or lifting heavy and hot pans, use oven gloves or oven cloths, indicate hot pan handles with flour, take special care when using fryers
- Fire prevention – do not have flames larger than pans, do not leave cloths or oven gloves on cookers or grills, time foods accurately, take special care when cooking in fat, have fire blankets and extinguishers to hand, have clear fire procedures
- Cleaning – clean as you go, mop up spills immediately, store cleaning materials and equipment away from food areas, use correct cleaning materials at the right strength
- Good heating, heat extraction, ventilation

(ii) Legislation and staff training:

- All employees should be aware of their responsibility under the Health and Safety at Work Act (HASAWA)
- All employees should undergo induction training and safety training before starting work in a kitchen
- Employers should provide a written health and safety policy
- Employers must make sure that they provide on-going training and supervision for their staff
- Employers must ensure they carry out a risk assessment of all tasks carried out in the kitchen
- Ensure risk assessment and HACCP reviews are carried out annually
- Warning and safety notices should be placed on all large items of equipment and electrical machinery. Supervisors should enforce these warning notices
- Clear Fire drill / procedures / First aid procedures
- Staff have to have regular breaks when working

- (b) (i) **Award 1-2 marks** for an answer where the candidate has shown a basic understanding of menu planning.
Award 3-4 marks for an answer where the candidate has demonstrated a reasonable understanding of menu planning.
Award 5-6 marks for an answer where the candidate has demonstrated a clear understanding of menu planning. [6]

Answers could include:

The main factors of menu planning:

- Who the meal is for – Japanese students
- What is needed – a cold buffet
- Where the meal is being served – in school
- When – in the evening (food prepared that day)
- Reference to Profit margins may be accepted
- How many people in the group
- Nutritional needs of the group

Other factors to be considered are:

- The occasion and type of menu needed – cold finger buffet – less washing up, food does not have to be heated, looks attractive, foods can suit wide range of dietary needs and likes and dislikes
- Skill of the cooks – the food has to be prepared by catering students who have good basic skills so some fairly ambitious dishes can be chosen
- Equipment available – all equipment in the catering kitchen can be used
- How the food will be stored safely before it is served in the evening
- Time available to prepare food – catering lessons
- Cost and use of foods in season – need to find out the amount of money available for the event before deciding on menu
- Customer needs (nutritional needs, special dietary needs) – Japanese students will be used to fish dishes, rice dishes e.g. sushi rather than traditional English, so maybe offer good selection. Offer meat, fish, vegetarian and sweet dishes
- Balance of colour, texture, flavour and shape. Good presentation of food is easy to achieve on a buffet by careful use of colourful vegetables, salads, garnishes and decorations
- Style of service – the task assumes that the catering students will take on the role of servers during the evening. This will mean setting out, replenishing dishes and clearing away at the end of the event

- (ii) **Award 1-2 marks** for an answer where the candidate has shown a basic understanding of the precautions to take.
Award 3-4 marks for an answer where the candidate has demonstrated a reasonable understanding of the precautions to take.
Award 5-6 marks for an answer where the candidate has demonstrated a clear understanding of the precautions to take. [6]

Answers could include:

- The main aim is to keep food out of the danger zone (5°C - 63°C)
- Ensure every surface and all equipment is scrupulously clean
- There must be adequate room in fridges and chillers during the day for all food to be stored carefully
- Food should be taken out of fridges as near to service time as possible to avoid warming up
- Food should be covered (in cling film or foil) until service time to prevent flies, etc. and handling
- Similar foods should be stored together – strong smelling foods will taint daintier foods
- All sweet dishes should be stored away from savoury food
- Take extra care with high-risk foods like meat, shellfish and cooked rice
- Have separate serving utensils for each dish or platter / label foods accordingly
- Serving staff should wear gloves
- Ensure high standards of personal hygiene from all staff
- Do not top up high-risk foods like mayonnaise – always use fresh
- Keep foods used to replenish platters in the fridge until needed
- Obey the 4-hour rule when serving cold food – any food not consumed in this time should be thrown away



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