

Surname	Centre Number	Candidate Number
Other Names		0



**GCSE**

4732/01

**HOSPITALITY AND CATERING**

**UNIT 2: CATERING, FOOD AND THE CUSTOMER**

A.M. WEDNESDAY, 16 May 2012

1¼ hours

For Examiner's use only	
Question	Mark Awarded
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
<b>Total</b>	

4732  
01/0001

**INSTRUCTIONS TO CANDIDATES**

Use black ink or black ball-point pen.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided.

**INFORMATION FOR CANDIDATES**

The number of marks is given in brackets at the end of each question or part-question.

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

*Answer all questions.*

1. Tick (✓) the box next to each statement to show if it is **true** or **false**.

[3]

	TRUE	FALSE
(i) Warm water should always be used when washing up.		
(ii) Soya milk comes from sheep.		
(iii) Pasta is made using flour.		

2. Match the correct culinary terms to the meanings below.

[3]




**bouquet garni, bain-marie, au gratin, julienne, croutons.**

Meaning	Culinary Term
(i) thin, matchstick size vegetable cuts.	.....
(ii) sprinkled with cheese and bread crumbs and browned.	.....
(iii) a water bath used to keep food hot.	.....

3. Choose the correct name for the items of equipment shown below.

[3]

ice cream scoop, carving knife, serving spoons,  
measuring spoons, ladle, cook's knife.

	<p>(i) .....</p>
	<p>(ii) .....</p>
	<p>(iii) .....</p>

4. (a) Complete the following method for making scones. [3]

sugar, lard, milk, water, margarine.
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Sieve the flour into a bowl. Rub the ..... into the flour. Stir in the ..... . Add the ..... and gather into a dough. Roll out or press down, cut out scones. Glaze, then bake in a hot oven.

(b) State **two** ingredients that can be used to flavour scones. [2]

(i) .....

(ii) .....

(c) Give **two** reasons why a batch of scones may fail to rise. [2]

(i) .....

.....

(ii) .....

.....

5.



The most well-known type of transported meals is 'in flight' catering.

(a) Describe how an 'in flight' catering system operates. [4]

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.....

.....

(b) State two points you would need to consider when choosing packaging for hot food to be served 'in flight'. [2]

(i) .....

.....

(ii) .....

.....

6. Complete the following HACCP chart for preparing a Bolognese sauce made using fresh minced beef. [8]

<b>Steps</b>	<b>Hazard</b>	<b>Control</b>
Storage		
Preparation		
Cooking		
Hot-holding		









9. James has been appointed assistant manager of a country hotel.

(a) Describe his new role as assistant manager.

[2]

.....

.....

.....

.....

(b) James wants to improve the hotel’s reputation for being ‘environmentally friendly’. Suggest ways the hotel could achieve this when preparing, cooking and serving food.

[9]

(i) preparing

.....

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(ii) cooking

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(iii) serving

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.....

(c) James has been given responsibility for launching a new wedding service.

Evaluate the importance of effective communication and record keeping in his new role. [8]

Dotted lines for writing.