






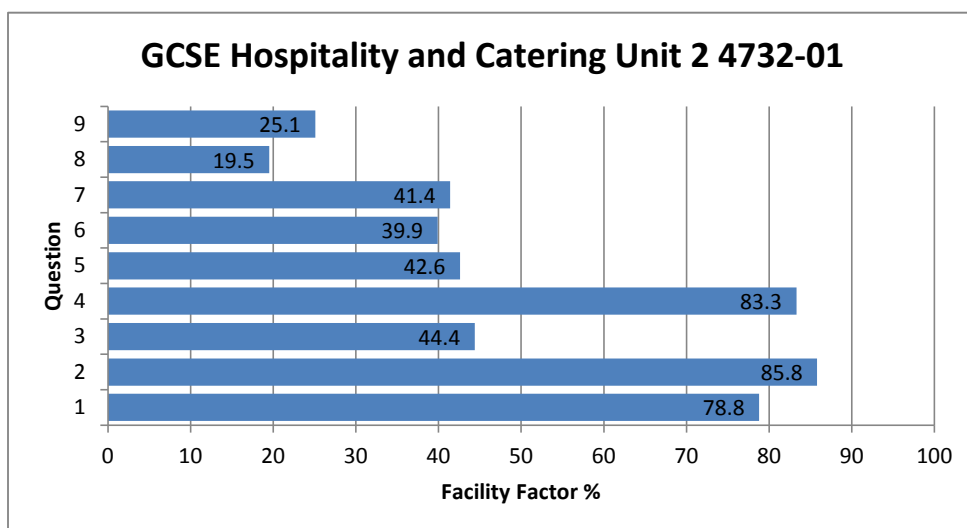


## GCSE Hospitality and Catering Unit 2 4732-01

All Candidates' performance across questions

 Question Title	 N	 Mean	 S D	 Max Mark	 F F	 Attempt %
1	26539	2.4	0.7	3	78.8	99.5
2	26501	2.6	0.8	3	85.8	99.4
3	26486	1.3	1	3	44.4	99.3
4	26429	2.5	0.7	3	83.3	99.1
5	26630	5.5	2.1	13	42.6	99.8
6	26580	5.2	2.2	13	39.9	99.7
7	26317	3.3	1.6	8	41.4	98.7
8	26510	3.3	2.3	17	19.5	99.4
9	26258	4.3	2.9	17	25.1	98.5



6. The Coffee Bean Café offers a wide selection of cupcakes to their customers.

(b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

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- (b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

The café should use high quality products not low quality, for better taste and flavour. To decorate they can use piping bags for better quality of decorations. They can also use little sweets to add more colours and different flavours.



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Turn over.

- (b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

The café can use good quality, <sup>fresh</sup> ingredients when making a cupcake. They can also make unique or specialist specialty cupcakes (gluten free etc). When decorating the cupcakes, they can use several things, fondant, royal icing, frosting, icing sugar etc are all examples of items used in cake decorating. When using frosting, an array of piping nozzles can be used to create a different shape. A template could be used with icing sugar to create an interesting design on the top of the cake. Fondant flowers ~~are~~ or other objects can be used for high quality decoration, as can sprinkles or edible glitter. Another way of decoration for cupcakes is the cupcake cases, pretty colours or designs on them can also be used as a form of high quality decoration.



- (b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

The café can use good quality, <sup>fresh</sup> ingredients when making a cupcake. They can also make unique or specialist specialty cupcakes (gluten free etc). When decorating the cupcakes, they can use several things, fondant, royal icing, frosting, icing sugar etc are all examples of items used in cake decorating. When using frosting, an array of piping nozzles can be used to create a different shape. A template could be used with icing sugar to create an interesting design on the top of the cake. Fondant flowers ~~are~~ or other objects can be used for high quality decoration, as can sprinkles or edible glitter. Another way of decoration for cupcakes is the cupcake cases, pretty colours or designs on them can also be used as a form of high quality decoration.

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Turn over.

- (b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

When decorating they use different types of nozzles for piping the cakes icing to make the cake look decorated and they also use different range of chocolates flakes to little flowers, and the range of cakes is like chocolate cakes and victoria sponge and how they arrange the cabinet in the cafe.

When they are making cakes they wash all their equipment before they start.

Make sure they have enough ingredients.  
make sure the high quality of ingredients for the baking cakes.



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(b) Discuss how the café can ensure a high quality product when making and decorating a range of cupcakes. [6]

- ④ using the right amounts of the right ingredients
- ④ cooking for the correct amount of time so they are not under or over baked
- ④ using the right equipment for each step of making the cakes
- ④ Have a wide variety of icings and toppings so that they attract more people and have a wider variety of flavours
- ④ using different colour icings to make them eye catching
- ④ include a variety of fruit so that it is healthy to eat.




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④ include a variety of fruit so that it is healthy to eat. 

3



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(c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff. [5]

The skills and qualities the wait staff need will be social skills. This will be for when they meet a customer so they can talk to them and ask for their order.

The wait staff are going to need good balance because they will be carrying more than two plates at a time.

They need to be very clean because when you go to a café or restaurant you don't want a grubby waiter with greasy hair or spots to touch your food or take your order.



(c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff. [5]

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(c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff.

[5]

The skills the new staff would need is good communication with customers, they need to smile and be polite when taking orders for the customer feels comfortable and satisfied. Waiting staff need to be fast when hectic times come about so they get the job done. They would need to be able to wash up and collect in the used cups and plates, they would need to be attentive to people's needs if they have any dietary requirements the waiting staff need to listen and report back to the kitchen staff. They need to be hygienic and regularly wash hands so bacteria doesn't grow or cross contaminate food. They need their health and safety check and a good record of time keeping.





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(c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff. [5]

A waiting staff needs to have good communications skills, they should be able to speak clearly and confidently but also be able to listen and be patient. This is essential because if a customer has a special dietary requirement for example, and there is a lack of good communication the customer could be served something that could go against the religious beliefs or cause medical harm.

A ~~customer~~<sup>waiter</sup> should be able to cope under pressure when having a busy shift and serving many customers for example. They should be able to handle complaints and know what to do. They should have a good basic knowledge on what they are offering and serving the customer in case someone has questions about the menu.

A waiting staff should be willing to be well presented; have hair tied back, minimal piercings, uniform, short plain nails etc. They should also have good manners with other staff and the customers.





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- (c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff. [5]

Waiting staff must have a good attitude towards others and their job, they must be patient and considerate, they must also be able to remain calm in difficult situations and be apologetic on behalf of the company if there is a complaint, they must have good observation skills, listening skills and require knowledge of the menu and prices to help recommend to customers, they also need to have kind and approachable qualities to ensure that the customers enjoy their meal. They also need to have good endurance because the job involves a lot of running around, they must have balance and co-ordination to move around the restaurant and serve customers they must be considerate and put the customers before themselves such as letting the customer walk first, offering to take their coat. Waiting staff also need qualities such as being friendly, understanding, happy and confident. Their skills would include, laying tables, serving food, tidying up, discussing menus, dealing with complaints and recommending food.



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(a) Give **two** examples of how ICT could be used to promote a new establishment. [2]

(i) .....

(ii) .....

(b) Explain how ICT could be used in a catering kitchen. [6]



## 7. ICT is important in the catering industry.

(a) Give **two** examples of how ICT could be used to promote a new establishment. [2]

- (i) create a website
- (ii) email to customers.

(b) Explain how ICT could be used in a catering kitchen. [6]

ICT can be used in many ways in a catering kitchen; it can be used to;

Show the staff when certain foods need to be rotated and which stuff is out of date. Also to show what stock you have left, what need to be delivered.

Another way it could be used is to show chef what the orders are instead of the waiter bringing them to you. It ~~is~~ would keep them in an order and be easier to keep track of what was made and that also helps to show how many of what dish is sold in an evening.

It would overall just help with organisation of stock, cooking and all other things. Make it easier for staff.



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## 7. ICT is important in the catering industry.

(a) Give **two** examples of how ICT could be used to promote a new establishment. [2]

- (i) can create a website
- (ii) ~~create leaflets to promote it~~ send emails to other local companies

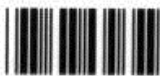
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ICT can be used to keep stock control records so the kitchen know when they are running out of something so they always have what's on offer to please the customer.

Also it can be used to receive the orders from wait staff to speed up the process in which food is served and also to communicate to other members of staff. E.g - manager if there is an issue.

ICT can be used to track sales ~~and~~ so kitchen staff can see what dishes are most popular and what could be changed to improve profit.

Finally ICT allows access to nutrition programmes which kitchen staff can use when planning menus suitable for cost and special dietary needs and a healthy balanced diet.



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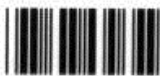
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(a) Give **two** examples of how ICT could be used to promote a new establishment. [2](i) new website(ii) make and print out posters/signs

(b) Explain how ICT could be used in a catering kitchen. [6]

ICT could be used in a catering kitchen firstly by the head chef who could use ~~now~~ menu datalogging in order to plan menu's which ~~an~~ are the most popular and profitable because it takes into account selling prices, ingredient costs, and how many have been sold in the past because ~~its~~ computers can store information for ~~the~~ long periods of time. Furthermore, catering kitchens can use elect stock order checks electronically which keep an accurate ~~an~~ account of number/amounts of stock in the establishment and then ~~the~~ orders more of ingredients automatically when stocks get low: this means that stock rarely runs out completely. Additionally, ICT can be used to communicate orders ~~the~~ from the waiting staff to the kitchen staff efficiently so that the chefs can cook meals for customers as soon as the order is taken. Also, once dishes are made, chefs can use ICT to immediately alert the waiting staff so that the food is served as ~~not~~ fast as possible and ~~does~~ doesn't spend minimum time in the danger zone (5°C - 63°C).



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## 7. ICT is important in the catering industry.

- (a) Give
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- examples of how ICT could be used to promote a new establishment. [2]

(i) Website

(ii) Social network

- (b) Explain how ICT could be used in a catering kitchen.

ICT can be very useful for the catering kitchen as it has many different uses. It can be used to keep a log of food and the prices of it, this helps because it can be automatically set to order specific foods when the stocks are low as each night it is re-logged, therefore showing it what is needed and what isn't. Also it can be used to create menus for the tables and kitchen and it can then be printed off. New dishes can be searched for on the internet depending on if they were creating a new menu, also ingredients can be found at cheaper prices online and delivered the next day. Charts can be made to show what profit and what loss the kitchen is making depending on how much food is sold. Also new charts can be made to show the staff who is on depending on the day and who's turn it will be to clean the kitchen and the fridge door and inside too.



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7. ICT is important in the catering industry.

(a) Give **two** examples of how ICT could be used to promote a new establishment. [2]

- (i) An advertising website
- (ii) printing of posters

(b) Explain how ICT could be used in a catering kitchen. [6]

ICT can be used in stock control and rotation, it can keep account of what food was ordered when, and how much, enabling the employees to know what needs using first and so should be at the front and what may be running low and need re-ordering. ICT can also be used to check over dietary needs such as vegan. Finding out what they can't have (anything from animals) and what dishes can be made for them. It can also be used to find new and check over recipes and techniques. As well as that bookings of customers can be made through it so chefs can see how many people they are catering for. It can also be used for them to sign in and out of work and to check who is working and who is ill.



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(a) Give **two** examples of how ICT could be used to promote a new establishment. [2]

- (i) A website to advertise online
- (ii) Emailing - promotions and deals

(b) Explain how ICT could be used in a catering kitchen. [6]

Firstly, menu engineering can help the caterer work out which meals are popular and profitable. This will help to make more profit and the chef/owner can come up with the most profitable menu. Nutritional analysis software can be used to record the nutrition value on the menu, this is important for people with special dietary requirements such as vegans, vegetarians, lactose intolerant, coeliacs or people on a low fat diet. Organising events can be done by using ICT. A spreadsheet can be used to show the dates, the number attending and staff working. Spreadsheets can also be used to monitor staff rotas and stock level checks. Stock can automatically be ordered when a computer detects it is running low, this can prevent stock running out. EPOS systems can be used. Every system is linked to a main computer. This takes in all the food and orders and calculates the customer's bill. ICT can also be used to contact suppliers or customers via email or fax. It can also store bookings.



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9. All catering establishments must meet strict safety regulations.

- (d) Discuss why it is important that all catering establishments adhere to food safety regulations. Explain how this could be achieved in a busy hotel kitchen. [12]

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- (d) Discuss why it is important that all catering establishments adhere to food safety regulations. Explain how this could be achieved in a busy hotel kitchen. [12]

Catering establishments should stick to the food safety regulations because it is vital for keeping food safe to eat. It also means that for the customer will not get ill. Another reason it is important is because it can mean not getting complaints. This could be achieved in a busy hotel by making sure the people working there are hygienic and have washed



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their hands. Also make sure food is stored properly to prevent germs multiplying. Another way is to make sure the food is covered to stop flies landing on it and making it dirty. Finally, they could wash down surfaces to prevent germs being picked up of them.



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- (d) Discuss why it is important that all catering establishments adhere to food safety regulations. Explain how this could be achieved in a busy hotel kitchen. [12]

Catering establishments have to follow food safety regulations to ~~be~~ ensure customer safety. ~~and~~ This is important that they do this because if a customer gets ill, they will not return to the place, they will also tell people, and people will tell people and this will stop people going and the restaurant will close down and the owners will lose money. This can be avoided by





doing certain things to prevent bacteria growth. In a busy hotel kitchen they will the staff will have no loose hair or nail varnish. This will stop hair <sup>or nail varnish</sup> ~~falling~~ <sup>pieces</sup> falling into food and putting a customer off going to the hotel. The kitchen will also be cleaned with anti-bacterial spray every night, this will prevent bacteria growth overnight on work surfaces and ensure the consumer doesn't get ill. The ~~the~~ stock will also be kept in a certain way, for example raw meats on the bottom shelves of a fridge this will stop cross contamination between products. The products will also be kept refrigerated at  $5^{\circ}\text{C}$  to ensure ~~slow~~ bacteria growth as bacteria grows quicker in hot areas. The stock will also be checked frequently.




and rotated to check that <sup>don't</sup> the products go out of date and aren't used. The food will also be checked to see if it's properly cooked and is 75°C when it's served for example if a chef sends out under cooked chicken the consumer may contract salmonella and be very ill. The kitchen staff will also use correct chopping boards for raw meats and cooked meats to again prevent cross contamination. Different knives for different things will also be used to stop cross contamination and bacteria growth. Food will also be taken out quickly once cooked to make sure it's at the correct temperature when it reaches the table, there are many regulations a kitchen needs to follow to ensure a safe and clean and hygienic kitchen.

END OF PAPER





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and rotated to check that the products <sup>don't</sup> go out of date and aren't used. The food will also be checked to see if it's properly cooked and is 75°C when it's served for example if a chef sends out under cooked chicken the consumer may contract salmonella and be very ill. The kitchen staff will also use correct chopping boards for raw meats and cooked meats to again prevent cross contamination. Different knives for different things will also be used to stop cross contamination and bacteria growth. Food will also be taken out quickly once cooked to make sure it's at the correct temperature when it reaches the table, there are many regulations a kitchen needs to follow to ensure a safe and clean and hygienic kitchen.

END OF PAPER





- iii) As well they can take a business to court <sup>costs</sup> <sup>prosecute</sup> <sup>them</sup>
- (d) Discuss why it is important that all catering establishments adhere to food safety regulations. Explain how this could be achieved in a busy hotel kitchen. [12]

All catering establishments should adhere to food safety regulation. This is important as if correct regulations are not carried out then they could kill someone from food poisoning. As well as making someone seriously ill. This can be through bacteria such as e-coli, pathogenic, Listeria, staphylococci. In order to maintain high safety regulation in a hotel you must make sure that food is stored at the correct ~~temp~~ temperatures for example a



fridge should be at  $5^{\circ}\text{C}$  and a  
 freezer should be at  $-18^{\circ}\text{C}$ . As  
 well the core temperature of food  
 should be  $75^{\circ}\text{C}$ . As well if  
 the food is being hot held then the  
 temperature should be at  $63^{\circ}\text{C}$  and  
 the food should ~~be~~ must be  
 changed every 2 hours. As well  
 if any meat is stored in the  
 fridge then it should be wrapped  
 up tightly and then stored on  
 the bottom shelf to prevent cross-  
 contamination. Also if food is  
 reheated and it should only be  
 once then it should be at  $75^{\circ}\text{C}$   
 or above for a couple of  
 minutes. Also the correct ~~at~~ chopping  
 boards should be used for  
 example white = dairy or bread,  
 red = raw meat, yellow = cooked  
 meat, blue = raw fish, brown  
 roots vegetable and green = fruit  
~~and~~ and vegetables. Also the surface  
 should be wiped with a  
 disinfectant in order to prevent



Cross-contamination. As well as clearing my chemicals out might poison the food. Also separate equipment ~~should be~~ should be used ~~as~~ be especially separate areas for allergies e.g. nut, gluten. When serving the food separate tongs should be used and wear clothes. Also chef whites should be worn, hair nets or hats, rubber shoes should be worn to prevent slipping. Also always wash hands. Waiters should dress smartly and wear whites ~~as~~ as well as a hat. Also separate dishes should be used.





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- (d) Discuss why it is important that all catering establishments adhere to food safety regulations. Explain how this could be achieved in a busy hotel kitchen. [12]

It's important that all catering establishments adhere to food safety regulations to ensure that all the staff and customers are safe. Incorrect use can result in food becoming infected with harmful bacteria such as *E. coli* and *Salmonella* and can cause illness such as food poisoning. The temperatures must be correct also. freezer is  $-18$  to  $-29^{\circ}\text{C}$ , fridge is  $1-4^{\circ}\text{C}$ , ~~not heating~~ reheating  $75^{\circ}$  + core temp  $>75^{\circ}\text{C}$ . food must be kept out of the danger zone of  $5-63^{\circ}\text{C}$ .



and hot holding food must be  $63^{\circ}\text{C}$ . The trades description act ensures customer safety due to food being served must be exactly what is on the menu, otherwise people with allergies may be at risk of illness. The weights and measurements act ensures correct portion sizes are maintained consistently. Additionally healthy eating for customer satisfaction must follow the government healthy guidelines for eating a balanced diet with sufficient water balance, foods are low in fats, sugars, salts and high in fibre and fruit and vegetable content.

To ensure the catering establishments adhere to food laws in busy hotels for example, there are many rules. The fridge, freezer, gas and room temperatures should be checked at regular time intervals every day, also the staff should be sent home if they are ill to avoid germs and harmful bacteria contamination. The kitchen works on a stock rotation, first in, first out method. All food is labeled, covered



and stored at the correct temperature consistently. Kitchen + restaurant must constantly be cleaned and sanitised to ensure food is ~~be~~ safe. Dirty dishes should be cleaned away from prep area immediately after use to avoid mess being produced and contamination. Control of substances hazardous to health should be adhered to constantly. Lock away chemicals and keep out of customer reach. Only trained staff can operate machinery and the lighting in the hotel kitchen must be good to ensure safety and correct preparation is done. Portion sizes should be controlled constantly to ensure healthy diet and optimum customer satisfaction. Also customer feedback should be given regularly and the establishment should consistently maintain routine checks of the kitchen + restaurants by environmental health officers who can check for any issues. Also any issues with conforming to health + safety laws should be passed onto management so the appropriate action is taken.

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The Food Safety Act (1995) and other acts (such as Hygiene) cover how the kitchen area, ingredients, and staff should be, as well as how things should be handled. They protect both staff and customer.

It is important that all establishments follow them as they are there to stop the risk of food poisoning from harmful bacteria, and stop cross contamination. They ensure that the areas food is prepared and stored in is free of bacteria and pests, and are hygienic so that they do not cause illness and the



food served is safe and will not put the customer at risk of becoming ill. If they weren't followed, food poisoning would be a big problem, and areas would be unsafe.

In a busy hotel kitchen there is a number of things they could do to ensure this. Firstly other hotel workers must not enter the kitchen, and any food taken out to rooms must be covered correctly to ensure cross contamination of food and bacteria from outside doesn't happen.

The surfaces should be regularly sanitised with washing done in a dishwasher, or hot water if needed. Bins should be covered with lids to stop escape of bacteria. Equipment needs to be properly cleaned, sanitised and stored to ensure bacteria isn't on it.

With the food, stock rotation must be in place ensuring "first in is first out" to stop any food being used after its use-by date. Food cold food must be stored below  $5^{\circ}\text{C}$ , hot food must be cooked to a core temperature of  $75^{\circ}\text{C}$  and reheated at  $72^{\circ}\text{C}$  for at least 2 minutes.



Fridge Fridges must be at least  $4^{\circ}\text{C}$ , and Freezers at least  $-18^{\circ}\text{C}$ , with temperature checked often. High Risk food must be used carefully and stored properly to ensure they do not go bad such as eggs kept in the fridge and thrown out when bad. The kitchen areas must also be clear of any pests.

With the workers in the kitchens strict rules must be followed. Areas to get the wash hands and sanitation must be provided for them. They must be dressed in full chef whites with closed toe shoes, hair tied up and ~~hats~~ chef hat worn. These chef whites must also be clean, and they should not enter the kitchen without wearing them to stop cross contamination from outside. No jewellery, make-up or perfume can be worn. Any cuts must be covered with a blue (or easily seen) waterproof plaster. Every time they handle different food they must wash their hands as well as if they cough, sneeze, or go to the toilet. They

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