



GCSE EXAMINERS' REPORTS

HOSPITALITY AND CATERING (NEW)

SUMMER 2010

Statistical Information

The Examiners' Report may refer in general terms to statistical outcomes. Statistical information on candidates' performances in all examination components (whether internally or externally assessed) is provided when results are issued. As well as the marks achieved by individual candidates, the following information can be obtained from these printouts:

For each component: the maximum mark, aggregation factor, mean mark and standard deviation of marks obtained by *all* candidates entered for the examination.

For the subject or option: the total entry and the lowest mark needed for the award of each grade.

Annual Statistical Report

Other information on a centre basis is provided when results are issued. The annual *Statistical Report* (issued in the second half of the Autumn Term) gives overall outcomes of all examinations administered by WJEC.

HOSPITALITY AND CATERING

General Certificate of Secondary Education 2010

Introduction

It is pleasing to report that a number of new centres are choosing WJEC course.

All candidates were first time sitters.

Unit 2 - 2.2% under 15, 96.7 - 15 year olds, 1% being 16.

Unit 4 - 99.5 % were 15 year olds with 0.4 being 16 (year 12).

This is the first time this examination has been available, the new specification only became available from September 2009 and is designed as a two year course.

The paper covered the range of grades from A* – G. Final Awarding will take place in 2011.

Unit Statistics

The following statistics include all candidates entered for the unit. The attention of centres is drawn to the fact that the statistics listed should be viewed strictly within the context of this unit and that differences will undoubtedly occur between one year and the next and also between subjects in the same year.

Unit	Entry	Max Mark	Mean Mark
2	1091	80	31.2
4	188	80	30.1

N.B. The marks given above are raw marks and not uniform marks.

Unit 2

Note: Most opted for the written paper but it was also available electronically.

UNIT 2 – CATERING, FOOD AND THE CUSTOMER

Chief Examiner: Judy Gardiner - Educational Consultant

- Q.1** There was a good response to this question and most candidates earned 2 marks. Many stated incorrectly that iron is needed for growth.
- Q.2** There was a good response to this question and most candidates earned 2 marks. Many did not know that 'en croûte' was the correct term for 'in a pastry case'.
- Q.3** This question was generally well answered with most candidates gaining at least 2 marks. However, many candidates incorrectly stated that a fish slice was a spatula.
- Q.4**
- (a) Many candidates gained full marks for this part of the question. If points were lost they were lost in sections (b) and (c).
 - (b) Most candidates could correctly name two other types of pastry used in catering, with puff and choux being the most popular answers.
 - (c) Many candidates just repeated the method of making short crust pastry given in the question rather than give three rules to follow when making short crust pastry but the more able candidates were able to gain full marks for rules such as "keep everything as cold as possible", "rub in with fingertips", "do not over handle" and "bake in a hot oven".
- Q.5**
- (a) Many candidates earned 2 marks for this question with responses such as stir-frying being a 'quick' and 'healthy' method of cooking. However, many incorrectly stated that stir-frying was an 'easy' method of cooking.
 - (b) Most candidates correctly identified chicken breast as one suitable cut of meat for stir-frying but failed to identify sirloin steak as the other suitable cut of meat.

Candidates who knew how to stir-fry were able to answer this question well, but generally this question was badly answered. Many candidates wrote at length about colour coded chopping boards and other aspects of food hygiene, which was not the focus of the question. A good response included the cutting of the food into small even sized pieces, the quality of the food, contrasting colours and textures of food, using a good quality oil, adding spices or marinades to enhance the flavour, having the oil hot before food is added, adding some items first depending on cooking time and keeping the food moving around the pan to prevent burning.

- Q.6** Generally the first two sections of this question were well answered.
- (a) Most candidates were able to name two types of bacteria that cause food poisoning. The most common answers were salmonella and E. Coli.
 - (b) Most candidates were able to give two symptoms of food poisoning. The most common answers were sickness and diarrhoea.
 - (c) Answers to this section of the question were varied. Candidates were asked to discuss ways in which a school cook can prevent food poisoning when preparing, cooking and displaying food for the hot counter. Some candidates concentrated on just one area, for example, preparing food. Some candidates wrote a list of measures to prevent food poisoning but failed to discuss their answers and some candidates repeated points several times but displayed little depth of knowledge. In order to gain good marks in this section, candidates were expected to discuss their answers and include all relevant temperatures. Good responses included storing food at correct temperatures (chilled under 5°C and frozen under -18°C), defrosting food thoroughly before cooking, washing fresh fruit and vegetables before using, checking use by dates, using colour coded boards and knives to prevent cross contamination, preparing food on clean surfaces, keeping food out of danger zone (5°C to 63°C), cooking food at high enough temperatures to kill bacteria, (core temperature 75°C) using food probes to check temperatures, checking hot holding temperatures above 63°C, using sneeze guards, using different serving equipment for all foods, not serving re-heated food to high risk groups and ensuring high personal hygiene standards for all staff.
- Q.7**
- (a) Most candidates gained 1 or 2 marks for this question. The majority of candidates could explain the term recyclable but did not know that biodegradable means to decompose, break down or rot naturally.
 - (b) Many candidates only gained 2 or 3 marks out of a possible 8 for this question. Candidates tended to give a list of measures that focused on recycling and reusing rather than reducing energy costs. Good responses included measures such as turning equipment off when not in use, having energy efficient light bulbs or automatic lights that switch off when no-one is in the room, having energy efficient equipment such as freezers, fridges and cookers, keeping equipment clean, having efficient temperature and ventilation control, having full loads for dishwashers and washing machines, having solar panels, having automatic taps for hand washing, not cooking too much food, having lids on pans, using minimum amount of water needed and not over filling pans, recycling rain water, using non-peak power. Many incorrectly stated that washing up could be done by hand or all work could be done by hand rather than machine – but employees would cost more than equipment!
- Q.8**
- (a) This section of the question was answered correctly by the majority of candidates. Most were able to explain the difference between a vegan and a vegetarian. However, some candidates incorrectly stated that a lacto-vegetarian was lactose intolerant and could not have milk.

- (b) There was a varied response to this question. Many candidates failed to suggest how iron and protein could be included in a vegetarian diet. The most common responses included the use of Quorn and soya as meat substitutes. The more able candidates were able to show a clear understanding of why protein and iron are needed by the body and suggest suitable foods and dishes that would provide these nutrients for both vegans and vegetarians.
- (c) There was a varied response to this question. The majority of candidates were able to state the need to eat '5 a day' fruit and vegetables, but could not explain why. Many answers were vague and rambling and mentioned no types of fruit or vegetables at all, just a reference to fruit and vegetables being 'full of nutrients that are good for us'. Good responses referred to fruit and vegetables being linked to healthy eating with little or no fat, no salt, natural sugars and a high fibre content. Many mentioned the ACE Vitamins, iron content of green leafy vegetables, the rainbow of colours that provide different vitamins and made reference to the effects of not eating enough fruit and vegetables.

Q.9 This was a case study question.

- (a) Most candidates earned 1 mark for stating one benefit of employing a contract caterer, although it was evident that some did not know what a contract caterer was. The most common answer was that a contract caterer would take over the planning of the event and leave the customer free to enjoy it or organise other things.
- (b) The majority of candidates focused on **what** should be communicated rather than explain **why** effective communication between the contract caterer and the customer was important. A maximum of half marks was awarded if this was the case.
- (c) Candidates were asked to discuss the main points to be considered when costing and planning the event – a 3-course lunch for a Silver Wedding Anniversary. Many candidates misread the question and discussed various themes that might be offered, for example Chinese or Caribbean and some discussed buffet menus and weddings.

Candidates who had read the question thoroughly were able to discuss the costing of the event and included customer's budget, food costs, number of guests, decoration costs, overheads, labour costs and profit in their answers.

The section on planning the event elicited some good responses which included number of guests, their ages and any special dietary needs, time of day, menu requested, venue (house or garden), space and facilities available, layout of room, decorations needed and staff needed. Some candidates concentrated their answer on the special dietary needs of guests. Whilst this was commendable other main points that needed consideration were omitted and marks awarded were therefore low.

General Comment

Reports from examiners suggest that some centres entered their candidates too early or too ill prepared for the examination.

Marks were varied, as one would expect from a paper that covers grades G to A*. Candidates would be advised to read all questions thoroughly as many mistakes were made as a result of candidates' misreading questions and choosing the wrong focus for their answers.

There was some confusion between personal hygiene and food hygiene and also between safety (preventing accidents) and food safety (preventing food poisoning).

UNIT 4 – THE HOSPITALITY INDUSTRY

Chief Examiner: Mrs. Jacqui Housley, The Armthorpe School, Doncaster.

- Q.1** (a) A mixed response, it is evident that this area of the specification has not been covered by some centres. Candidates gained a range of marks.
- Q.2** (a) Most candidates answered this question well.
(b) This question was not answered well and most candidates gained only 1 mark.
- Q.3** (a) Most candidates answered this question and gained the mark.
(b) Most candidates were able to answer this and gained full marks.
(c) The majority of candidates attempted this question and gained between 2 and 4 marks. Answers could include:
- Taking the booking
 - Checking on special requirements of delegates
 - Checking the availability of the room
 - Organising the equipment
 - Checking the food order
 - Greeting the organiser on the day
 - Going over the fire drill with organiser
 - Asking if everything is OK
 - Telling organiser times of meals and snacks
 - Keeping the organiser informed of any changes
- Q.4** (a) Most candidates were unable to correctly identify the cutlery. It is important that they understand the difference between main course and dessert cutlery. Many candidates just put spoon, fork, knife so did not gain marks.
(b) Most candidates were able to identify at least one item that would improve the presentation of the table, only a few could name two. Answers could include:
- Flowers
 - Sprinkles
 - Name place cards
 - Candles
 - Favours

(c) Candidates gave a mixed response to this question. Few gained full marks. Some candidates just gave a list so were only able to access the lower mark range. Candidates must be taught how to answer questions that state, discuss, describe or explain. Answers could include:

- Serve ladies/ elderly first
- Serve from one side
- Clear from the other
- Ensure all guests have finished before clearing any dishes away
- Check by asking if everything is OK, but not too often
- Check for any special dietary needs at the start
- Don't stand over them watching
- Don't stand with your hands in your pockets
- Don't leave them waiting too long between courses
- Let them know of any delays in service

Q.5 (a) (i) This question was generally answered well and most candidates gained full marks.

(ii) This question was not answered well and few gained full marks. Answer could include:

- Limited choice of starter, main and dessert
- Set price depending on choices made
- Choices have to be made in advance
- Have to order vegetarian or special diets separately
- May be a supplement for things such as steak

(b) This question was generally answered well and most candidates gained between 3 and 6 marks. Answer could include:

- Wide choice of dishes
- Foods to suit all ages
- Finger food or fork buffet or sit down meal
- Presentation – colour, flavour, texture, shape
- Foods in season
- Cost
- Skills of chef
- What, where, when
- Who the celebration is for
- Number of guests
- Dietary needs
- Allergies

Q.6 This question was answered well by some candidates, however, some repeated answers across (a) and (b). Marks were only awarded once for repetitive answers.

(a) Candidates answered in general about reducing, reusing and recycling waste and many talked about ways of saving electricity and water. Answers could include:

- Refillable bottles of shower cream
- Using less packaging on things such as soap
- Not putting new toilet rolls on for every new guest
- Recycling waste from the kitchen
- Recycling glass and cans and paper

(b) Again some candidates repeated answers so were only awarded marks once. Answers could include:

- Using key cards that work the lights when put into slot on wall
- Timers on lights
- Solar panels
- Timed heating
- Timed air conditioning
- Setting temperatures on heating so only comes on when needed
- Advising guests of hotel policies
- Having showers not baths
- Using towels more than once
- Using waste water for watering the garden
- Collecting rain water in butts to water garden
- Don't leave taps running
- Timed water for washing hands

Q.7 (a) Most candidates answered well and gained between 4 and 6 marks. However those candidates who just listed were only able to access the lower range of marks. There should be evidence of discussion to gain the higher mark band. Answers could include:

- Date
- Cost
- Time
- Number of guests
- Special diets
- Any special needs e.g. wheelchair access
- Entertainment
- Dance floor space
- Type of event - Sit down meal or buffet/ type of food required/ hot or cold/coffee morning
- Room plan
- Theme for decoration of room and tables

(b) Most candidates answered well and gained between 4 and 6 marks. However those candidates who just listed were only able to access the lower range of marks. There should be evidence of discussion to gain the higher mark band. Answers could include:

- Access for disabled
- Fire safety checks
- Risk assessment
- Spills on floor
- Carrying equipment
- Lifting equipment safely
- Reporting accidents
- Setting up the tables ensuring clothes are not a tripping hazard
- 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 edges of tables
- Warning signs for hot dishes if customers are serving themselves
- Telling customers plates are hot

Q.8 This question was generally answered well. Candidates were able to access a wide range of marks across the whole question.

(a) Most candidates answered this question well and gained full marks.

(b) Some candidates found this question difficult to answer. They were unsure of the role of the head housekeeper. Most candidates gained between 2 and 3 marks for this question. Candidates of lower ability gained 1 or 2 marks. Answer could include:

- To know how many guests are expected
- Rooms need to be ready on time
- Repairs completed
- Housekeeper knows which rooms are still occupied
- Everyone is aware of problems that may arise

- (c) A mixed response to this question. It was evident where centres had taught the qualities needed to be a hotel receptionist. Again candidates who gave a list were only able to access the lower mark band. It is important that they show evidence of discussion in these questions. Answers could include discussion of the following:
- Clean
 - Well presented
 - Good communication skills
 - Able to speak more than one language
 - Flexible in hours can work
 - Able to solve problems
 - Multi-tasking
 - ICT skills
 - Courteous
 - Friendly
- (d) Again candidates were able to list but did not discuss so were unable to access the top range of marks for this question. Many only referred to teamwork in the kitchen and not across the different teams within the hospitality industry. Most gained between 2 and 4 marks for this question. Answers could include:
- Things will get done quicker
 - Problems are solved
 - Fewer problems occur
 - Staff help each other
 - Happier staff
 - Better service for customers
 - Aware of any changes that have been made
 - Each area of the industry relay information to each other

General Comments

On the whole, candidates attempted to answer all questions and both subject teachers and candidates are to be congratulated on their efforts. Candidates do need, however, further practise in examination technique; they need to read questions accurately and relate their answers to the marks available.



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