



# **GCSE EXAMINERS' REPORTS**

## **HOSPITALITY AND CATERING**

**JANUARY 2014**

## **Grade Boundaries**

Grade boundary information for this subject is available on the WJEC public website at:  
<https://www.wjecservices.co.uk/MarkToUMS/default.aspx?!=en>

## **Online results analysis**

WJEC provides information to examination centres via the WJEC secure website. This is restricted to centre staff only. Access is granted to centre staff by the Examinations Officer at the centre.

## **Annual Statistical Report**

The annual Statistical Report (issued in the second half of the Autumn Term) gives overall outcomes of all examinations administered by WJEC. This will be available at:  
<http://www.wjec.co.uk/index.php?nav=51>

## HOSPITALITY AND CATERING

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

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

Item level data is available for each question.

- Q.1 There was a good response to this question and most candidates earned 2 or 3 marks.
- Q.2 There was a good response to this question and most candidates earned 2 or 3 marks. A number of candidates thought, incorrectly, that cheese straws were a high risk food.
- Q.3 This question was generally well answered with most candidates gaining at least 2 marks.
- Q.4 This question was generally well answered with most candidates gaining 2 marks. Many candidates did not know that a lack of iron can cause anaemia.
- Q.5
- (a) Many candidates were able to correctly list three ways to prevent accidents in the catering kitchen. A number referred to 'don't have bags on the desk' or 'put bags under the desk' clearly identifying the practise in the classroom. Candidates need to be reminded that answers should relate to catering kitchens.
  - (b) Many candidates were not able to give 3 clear safety points when deep fat frying. A significant number of candidates stated 'stand well back when using the fryer' and 'do not leave the fryer unattended', this last comment is not what would happen in a catering kitchen. It is appreciated that candidates may not have personal experience of deep fat frying but this method of cooking is in the specification. A visit to the school canteen to observe seep fat frying in action would be beneficial to the candidates.
  - (c) The vast majority of candidates were unable to gain any marks from this question. It would seem that 'steaming' as a method of cooking has not been widely taught.
  - (d) The majority of candidates gained at least 2 marks for the treatment given to a burn on the hand. Very few candidates identified 'record the accident' as a correct response.
- Q.6
- (a)
    - (i) Many candidates knew that strong or strong bread flour forms the structure of a loaf, however, a significant number gave self - raising flour as an answer.
    - (ii) Many candidates seemed unable to express themselves clearly with this answer. The answers allowed were CO<sub>2</sub> and/or makes the bread rise.
  - (b) Most candidates managed to gain 1 mark for this question. Many said yeast needs 'heat' 'cold' 'dry' 'oven' 'sugar' to produce CO<sub>2</sub>. Please refer to the mark scheme for the allowed responses.

- (c) Many candidates were able to give at least one high fibre ingredient that could be added to the bread. 'Fruit' and 'vegetables' were considered to be too vague to be allowed as answers. However, dried fruit/sultanas/sun dried tomatoes would have been allowed. Many candidates suggested, incorrectly, adding more wheat/more flour to improve the fibre content.
  - (d) Please refer to the agreed mark scheme for the correct answers. Many candidates said the chef should 'weigh all the ingredients equally/the same', the answer could not be accepted as correct. All ingredients equal means– 200g strong flour, 200g yeast, 200g salt. We understood what the candidates meant but due to the lack of clear explanation we were not able to accept this answer. Some candidates focused on correct portion size relates to healthy eating which was incorrect.
  - (e) The majority of candidates were awarded 2 marks. A number of candidates related portion control to healthy eating/obesity which was not required. Please refer to the mark scheme for the correct responses. Encourage the candidates to explain the points made and if possible give examples too.
- Q.7
- (a) Most candidates were unable to gain more than 1 mark for this question. Some candidates identified 'diabetes' as a reason to make healthy food choices. Please note that it should be type 2 diabetes / diabetes II. A number of candidates stated 'because it will affect them in the future' which was considered too vague to be an acceptable answer. This question was to test the candidates' knowledge of healthy eating issues.
  - (b) This question is about adapting a snack meal to make it healthier. A number of candidates did not adapt the food choice given but changed it entirely with food that could not be considered snacks and would probably not be served in a youth centre. Candidates must be made aware of the meaning of the question and always keep answers related to the question. Please refer to the mark scheme for acceptable answers. 'Salad' was not allowed because the term is too vague; however, adding lettuce to the burger or serving the burger in lettuce leaves was acceptable. Roast potatoes and boiled potatoes are not realistic alternatives to chips – in the youth centre setting. A number of candidates suggested having 'chips made from proper/real potatoes' without explaining what they meant.
  - (c) Many candidates were awarded between 2 and 4 out of 6 marks for this question. The common error was to not relate their answers to the youth club serving take away and hand held snack foods. Many candidates could have been awarded more marks if they explained the statements made instead of giving a list of statements. Answers could have been fairly extensive – please refer to the mark scheme.

- Q.8 (a) Most candidates were able to give one benefit to the kitchen brigade.
- (b) Most candidates were able to give one benefit to the customer. Many candidates suggested having a Sunday Carvery was cheaper/easier/nicer than cooking a Sunday lunch – responses that were not acceptable.
- (c) This question is in 3 parts but is marked holistically out of 9. The 3 parts are *preparing* foods for the carvery, *cooking* the foods for the carvery and *servicing* the foods for the carvery. Many candidates lost sight of this fact when answering the question. Many responses lacked any explanations for example *'why' food* must be stored at 5 c in the fridge, *'why' food* must be cooked to a core temperature of 75c, *'why'* should *the carvery service dishes* be kept clean and have separate spoons at all times. By giving explanations the candidate clearly shows their understanding and will gain higher marks. Candidates must be familiar with the legal temperatures for the storage and cooking of foods.
- (d) The majority of candidates managed to gain 2 or 3 marks for this question. Few showed clear understanding that the wait staff were working in a carvery service so these wait staff would have specific skills. Most candidates were able to identify generic wait staff skills. Again, if the candidates explained their answers they could have gained higher marks.
- Q.9 (a) The majority of candidates were able to identify 2 large pieces of catering equipment.
- (b) The majority of candidates only managed to gain 1 or 2 marks for this question. This was, in part, because they did not focus on the question which was about 'care' and 'maintenance' of the piece of equipment but gave lots of healthy eating information. The answers expected would be *'how would this piece of equipment be looked after'* and *'what sort of maintenance would this piece of equipment need'*.
- (c) Few candidates gained higher band marks for this question. Many were able to identify issues around the purchase of large equipment for a school catering kitchen but the answers lacked any explanation which is where they could gain marks. It was expected that the candidates could give examples of equipment that might be purchased in relation to the menus offered at the school, the budget available and size of the kitchen. The answer given had to balance to gain the higher marks

### General Comments

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.

The quality of written communication (QWC) was assessed in questions that asked candidates to discuss, assess and evaluate. Candidates should be encouraged to give a fact or point, explanation and example when answering this type of question. Many candidates wrote a brief list so could only be awarded marks from the lower mark bands.

A few centres used the online service to complete the scripts. This is particularly helpful to candidates whose handwriting can be difficult to read, or for those with very large handwriting as text boxes allow candidates the freedom to write as much as they require.



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