

Y11 Hospitality and Catering unit 1 exam

Key dates

Unit 1 (External assessed written exam, worth 40% of overall grade) **June 21st 2023**

Revision list for Hospitality and Catering unit 1 exam

When answering questions please ensure you READ the whole question and look at how many marks each question is worth. For extended questions worth 5 marks are more, include advantages and disadvantages for each point made.

Topics to Revise

1.1 Structure of the hospitality and catering industry – services and providers, commercial and non-commercial establishments, suppliers, standards and ratings and job roles (management, kitchen brigade, front of house, housekeeping, administration)

1.2 Job requirements – pay, training, qualifications and experience

1.3 Working conditions – contracts, working hours and pay

1.4 Factors affecting success of a business

2.1 Operation of the kitchen and **2.2** operation of front of house – dress codes, equipment, stock, documentation, workflow, safety and security

2.3 Customer requirements- leisure, local and business customers- what are their needs, expectations, rights and how do you ensure/ provide equality

3.1 Personal safety in the workplace – health and safety at work act, HACCP, RIDDOR, COSHH, Manual handling operations regulations, PPER

3.2 Risks to safety- health, security in kitchen, hotel and restaurant

4.1 Causes of ill health – bacteria, microbes, allergies, intolerances

4.2 Environmental health officer (EHO)- what is an EHO, 7 jobs roles

4.3 Food legislation (laws)- food safety act, food-labelling regulations

4.4 Types of food poisoning – e-coli, salmonella, clostridium perfringens, campylobacter, listeria, bacillus cereus, staphylococcus aureus

4.5 Symptoms of ill health – visible and non-visible symptoms for allergies, intolerances and food poisoning

5.1 Hospitality and catering – advantages and disadvantages of hospitality and catering facilities, how they meet needs of different customers

5.2 Planning Hospitality and catering events – factors to consider when proposing ideas to meet the needs of a range of customers.

Revision resources

There are several options for **revision resources**:

1. Log on to Edulink for the hospitality and catering unit 1 revision guide (pdf document).
2. Use Unit 1 class notes.
3. Class revision handouts
4. WJEC Vocational Award Hospitality and Catering Level 1/2: Study & Revision Guide (available to purchase from school)
5. WJEC Vocational Award Hospitality and Catering Level 1/2 Student book (available to purchase second hand from school).

Revision sessions

Thursday 11th May 2:45pm -3:30pm

Thursday 18th May 2:45pm -3:30pm

Thursday 25th May 2:45pm - 3:30pm

Drinks and biscuits will be provided.

Revision sessions will focus on:

- Overview of unit 1 LO1 – LO5 content
- Command words- how to identify and understand them
- How to successfully answer extended questions
- Exam technique
- Revision tips.

Revision question mats

These are the topics you need to expand on your knowledge further, as these may form the extended questions (5 - 8 marks) in the exam.

<u>Food Poisoning</u> What are the symptoms of	<u>Food Poisoning Bacteria</u> Explain the Causes, Symptoms and Incubation time of the following	<u>Personal Safety</u> List 3 personal safety issues	<u>Food Contamination</u>
<u>Cross-Contamination</u> What is cross-contamination?	<u>Anaphylactic Reaction</u> Explain how to use an Epi-pen.	<u>Environmental Health Officer</u> Define the role of an Environmental Health Officer.	<u>Food Labelling</u> Name 6 pieces of information that need to go onto a Food label.
<u>Food Allergies</u> What are the symptoms of a Food Allergy?	<u>Food Intolerances</u> Define (with examples) Lactose Intolerance Coeliac disease	<u>Environmental Health Officer</u> What 3 areas does the EHO inspect in different food businesses.	<u>Food Labelling</u> Explain why each of the 6 examples are important, and any specific information – e.g. weight order etc.
<u>Food Allergies</u> List some examples of food products that can cause allergies.	<u>HACCP</u> Define what a HACCP plan is and why they are used in the food industry.	<u>Environmental Health Officer</u> List 6 areas (for each) that an Environmental Health Officer would inspect when looking at the Food Premises, Food Safety and Personal Hygiene (Food handlers).	

Job Roles

Write 5 job roles for:

Chef
Waiter/Waitress
General Manager
Sous Chef
Receptionist/Concierge
Cleaner/Room Attendant

Bedroom Accommodation

List the facilities you would find in a:

1* Hotel
5* Hotel
Youth Hostel
Motel

Uniform

Write a **4 mark** answer describing the uniform for each of the following jobs, remember to add why they are wearing certain things.

Chef
Waiter/Waitress
General Manager
Receptionist
Cleaner/Room Attendant
Bartender
Concierge

Types of Service

Define each of these types of service (2 marks)

Plate/Table
Silver
Fast Food
Carvery
Buffet
Café
Gueridon
Vending
Transport –
Airplane/Train/Ship

Establishment Types

Explain what 'commercial' and 'non commercial' is with examples of establishments linked to the examples

Standards and Ratings

Write a 4 mark answer defining each of these standards and rating systems

Hotel Star Ratings
AA Rosette/Michelin Star
Food Hygiene Standards
Environmental Standards

Contract Types

Define the following contract types (2 marks)

Full Time
Part Time
Causal/Seasonal
Fixed Term
Zero Hours

Hotel Job Structure

Draw the job structure for each section of the hotel

Each section should start with the following positions

General Manager
Financial Director
HR Manager
Sales Manager
Logistics Manager
Front Office Manager

Personal Skills and Attributes

List 4 personal skills and attributes a worker would need to be successful in each of the following jobs – Chef, Waiter/Waitress, General Manager, Sous Chef, Receptionist/Concierge, Cleaner/Room Attendant

Stock Control

Explain 2 different methods of stock control in the Hospitality and Catering sector – eg FIFO

Maintenance of Equipment

List 5 factors (for each) to think of when cleaning and maintaining

Powered Equipment
Hand-held equipment

Documentation

Name 6 documents that would be kept in the Hospitality and Catering Industry

EXTENSION: Why would they keep these?

PPE

List a range of PPE equipment and where and why you would use it

Kitchen Layout

List the important things to consider in these different areas of the kitchen (think temperatures, storage areas, health and safety, food safety)

- Delivery and Storage
- Preparation and Cooking Area
 - Serving area
- Washing up and Waste area

Health and Safety

Explain what these different Health and Safety Acts mean for both the employer and employee

- Health and Safety at Work Act
- RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences
 - COSHH
- Manual Handling

Costs in the Hospitality Industry

List 10 costs that all businesses in the Hospitality Industry have on a day to day, or week by week basis

How will the use of the following help (positive and negative) the Hospitality Industry?

Social Media
Market Research
Customer Service
Keeping up with trends

Profit

List 5 factors that affect the profit of a business in the Hospitality and Catering sector

Customer Service

What makes good customer service?

What makes bad customer service?

Environmental Factors

How can the Hospitality and Catering Industry utilise

Reduce
Reuse
Recycle

(Most examples are kitchen based, but not all of them)

Kitchen Equipment

List 5 things a business needs to consider when buying new pieces of equipment

Customer Expectations

What expectations would the following groups of people have from a hotel?

Staying for Leisure
Staying for Business
Local Residents
Elderly
Disabled
Young couple
Family with children
Family with teenage children