



GCSE EXAMINERS' REPORTS

**HOSPITALITY AND CATERING
(SINGLE AND DOUBLE AWARD)**

JANUARY 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

Principal Examiner: Mrs Jacqui Housley

Unit Statistics

The following statistics include all candidates entered for Units 1 and 4. The attention of centres is drawn to the fact that the statistics listed should be viewed strictly within the context of these units 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
1	708	100	48.2
4	198	100	40.1

Grade Ranges	Unit 1	Unit 2
A*	86	86
A	75	75
B	64	64
C	53	53
D	44	44
E	36	35
F	28	28
G	20	19

NB: The marks given above are raw marks and not uniform marks.

HOSPITALITY AND CATERING
General Certificate of Secondary Education
JANUARY 2010

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

Introduction

It is pleasing to report that the number of candidates being entered for the qualification is rising and a number of new centres are choosing the WJEC course.

Unit 1 Examination: The Hospitality and Catering Industry (I)

The number of candidates entered for the January examination was 708 compared to 652 last year. Candidate performance on this paper was similar to the January 2009 paper.

Candidates' responses showed that they have knowledge of some areas of the specification but lack the detailed knowledge required across all areas. Those with lower marks appeared to struggle due to their levels of literacy, which was reflected in poor responses. Questions that required extended responses generally were not answered well. Many candidates were unable to **discuss** or **explain** and felt that a list would suffice; this meant they were unable to access the full range of marks available for the questions. The paper covered the range of grades from A* – G.

There were some candidates who really struggled to access the paper, and these may have benefitted more from following the Entry Level Food Studies course.

- Q.1 Most candidates answered well and gained full marks, however, some candidates were unsure of the role of a pastry chef and, therefore, candidates did not gain full marks.
- Q.2 Many candidates were unable to complete the table and some centres missed the question out completely. Croutons was attempted by most candidates, however, many just wrote cubes of bread and did not state how they were cooked. Again Mise-en-place was wrongly answered by some centres. Flambé and Julienne were again only attempted by some centres.

It is evident from the response to this question that many candidates were not familiar with the terms listed in the specification. Centres will need to ensure they cover the culinary terms set out in the specification and that candidates know that they will be expected to show knowledge of these terms in the unit examination. Only those terms listed in the specification will be in the examination although there are many other terms that the candidate will encounter and learn throughout the delivery of the course.

- Q.3 (a) Most candidates were able to access the marks and correctly identified a dish from each country.
- (b) Generally candidates correctly identified three nutrients however some candidates were unable to identify the **main** nutrients in each commodity. It is obvious from the response that some centres are still not teaching nutrition as part of the course.
- Q.4 (a) This question was generally answered well.
- (b) This question was generally answered well.
- (c) Most candidates gained 1 mark for this question, however, many were unable to state food is served at correct time or that the chef knows how much food to order.
- Q.5 (a) Generally well answered. Most candidates gained 2 marks.
- (b) A disappointing response. Many candidates were not able to put the words given in the correct sequence, many candidates stated that you "rub the flour into the fat" so only gained 3 marks.
- (c) A disappointing response, many candidates were unable to give points to consider when making pastry. Few candidates gained full marks for this question. Answers could have included:
- Use cold hands
 - Do not overwork/over handle
 - Do not roll out too much (stretch)
 - Don't add too much water
 - Use cold ingredients
 - Use cold equipment
 - Allow pastry to relax
 - Do not use too much flour for rolling out
- Q.6 (a) This question was answered well by the majority of candidates who gained full marks.
- (b) This part was generally answered well and all candidates gained some marks. Most candidates gained 3 or 4 marks. Candidates were still able to gain 1 or 2 marks for a limited response.
- (c) This question was answered well by some centres, most candidates gained 3 or 4 marks.

Q.7 Many candidates were unable to access the full range of marks awarded for each section as answers lacked the detail required at this point in the paper. Many were unsure of the job role of a head housekeeper.

(a) Answer could include:

- General running of the bedrooms
- Complete rotas for shifts/duties
- Staff training
- Hire and fire staff
- Ordering equipment
- Liaise with reception staff
- Organise bedroom and cleaning rotas
- Deal with complaints
- Report faulty equipment to relevant department

(b) Again many candidates were unable to access the full range of marks awarded for each section as answers lacked detail required at this point in the paper.

Answer could include:

- Relevant qualifications
- Knowledge of local area
- Work well under pressure
- Describe the locality to guests
- Possibly speak more than one language
- Be a good team leader and team player
- Good communication skills
- Good personal presentation
- Calm, friendly, polite
- Good ICT skills

Q.8 (a) This question was answered well, most candidates gained full marks.

(b) Again candidates lost valuable marks by providing insufficient detail to access the marks available. Many were unable to identify where staphylococcus is found and how it causes food poisoning. Few candidates gained full marks for this question.

Answers could include:

- Found on the skin, in cuts, boils and up the nose
- Transferred onto food from hands, nose or mouth/coughing or sneezing
- Survives refrigeration
- Produces a toxin which can survive cooking

- (c) This is an important area of the course and should be delivered theoretically and throughout the practical lessons. Few candidates gained full marks although most were able to access the lower marks for a limited answer.

Answers could include:

- Cleaning and sanitizing work surfaces
- Avoid cross contamination
- Cleanliness of staff
- Using separate chopping boards
- Keep raw food away from cooked food
- Check dates on food
- Temperature control of fridge
- Avoid leaving food at room temperature for long periods of time
- Core temperature of 75°C
- Clean equipment
- Not working if unwell

- Q.9 (a) Again many candidates were unable to state reasons why we need a healthy diet. A few candidates gained full marks for this question.

Answers could include:

- Prevent heart problems
- Prevent obesity/stop them being overweight
- High blood pressure
- Cancer
- Diabetes
- Live longer
- Avoid tooth decay/gum disease

NOT to be healthy

- (b) Again candidates found it hard to gain full marks for this question as they were unable to discuss how to make foods healthier. Although most were able to access the lower marks for a limited answer.

Answers could include:

- Use more fruit and vegetables
- Cut down on fried food
- Use less red meat
- Grill food instead of frying
- Steam vegetables to retain goodness/vitamin retention
- Use less salt
- Use less sugary foods
- Use less processed foods
- Use more fresh foods
- Cut fat off meat
- Use good quality foods not cheaper ones that contain more fat, sugar and salt
- Use less pre prepared foods

- (c) Again it is obvious which centres have taught nutrition as part of the course as some candidates gave excellent responses to this question. However, this question proved difficult for many candidates. They were unable to discuss nutrients, where they are found and what they are used for in the body. Some candidates failed to give clear detailed responses and many candidates tended to repeat themselves. Most candidates gained 2 or 3 marks. Candidates were still able to gain 1 mark for a limited response.

Answer could include:

Examples of foods eaten and their nutritive value

Protein

Protein is the most important nutrient. This is because it is the only nutrient that can be used for growth (so especially important for children) and the building and repair of body cells. Protein is also known as the 'body-builder'.

Protein can come from plants (peas, beans and lentils – sometimes called pulses, Soya, nuts and cereals).

There are two types of protein – proteins of high biological value (HBV) and proteins of low biological value (LBV). LBV proteins are found in peas, beans, lentils, nuts and cereals. Soya is the only plant HBV protein. This is important to remember when planning meals for vegetarians and vegans!

Carbohydrates

Carbohydrates come from plants. They are the main 'energy providers'. They can be starches e.g. cereals, bread, pasta, rice, potatoes, etc. or sugars e.g. sugar, honey, jams, marmalades, fruit, etc.

Fats and Oils

Examples of fats include butter margarine, lard and dripping. Examples of oils include corn oil, sunflower oil, peanut oil and sesame oil.

Fats, like carbohydrates are 'energy providers'. Because fats help to form an insulating layer under the skin they also give 'body warmth'.

Vitamins

Vitamin B – They are needed to help release the energy from carbohydrate foods.

Vitamin C – likely to be an orange, some strawberries or blackcurrants!

Vitamin C really is a vital vitamin. It is needed to make the connective tissue which holds body cells together. It also helps the body absorb iron.

Vitamin D – works with calcium to help form strong bones and teeth. Vitamin D is sometimes called the 'sunshine vitamin' because it can be manufactured (made) in the body by the action of sunlight on the skin.

Iron – this is needed for making red blood cells. Lack of iron causes a disease called anaemia. Iron can be found in green vegetables and bread.

Calcium – this is needed for strong bones and teeth.

- Q.10 (a) Most candidates gained full marks.
- (b) Most candidates gained high marks for this question but some candidates still find it difficult to answer the extended questions and would benefit from trying this type of question prior to sitting the examination. Some candidates missed the opportunity to apply knowledge of safety and risk assessments when answering this question, many described in detail food safety but not the safety in preparing the room for the event, thus losing vital marks.

Answer could include:

- Access for disabled
- Fire safety checks
- HACCP checks for food
- 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
- Fire exits clearly marked
- Clear aisles
- Decorations securely fitted

- (c) Again many answers lacked the detail to access maximum marks. Candidates were able to list points relating to teamwork but did not expand on their answers.

Answer could include:

- Event will be a success
- Jobs get done quicker
- Problems will be solved
- Team leaders will lead
- Team players will listen
- Customers will be happy
- Teams will help each other, share ideas
- Less chance of mistakes being made
- Team will be happy
- Good communication

Unit 4 Examination: The Hospitality and Catering Industry (II) (Double Award)

The number of candidates entered for the examination was 198. This is probably a reflection of the smaller number of centres taking the double award.

Candidate performance on this paper has improved slightly in some sections this year. Many candidates' responses showed that they have knowledge of some areas of the specification but lack the detailed knowledge required across all areas. As in unit 1 there were candidates who struggled because of poor literacy and again where the questions required extended answers they were not generally answered well. Some candidates were unable to discuss or explain and felt that a list would suffice; this meant they were unable to access the full range of marks available for the questions.

Candidates taking the double award should ideally have double time allocated on the timetable to allow for all the information in the specification to be delivered. It is not recommended to enter candidates for this unit unless they have covered the specific content for this unit.

Q.1 Most candidates answered well and gained full marks.

Q.2 (a) Most candidates answered this question well and were able to gain full marks.

(b) This question was answered well and most candidates gained full marks.

(c) This question proved that some candidates did not know the difference between seasonal and agency staff, although most were able to access some marks, few gained full marks.

Q.3 (a) Few candidates were able to answer this question and were unable to identify how hotels ensure standards are high.

Answers could include:

- Guest questionnaires
- Staff asking if everything is ok
- Problems dealt with quickly
- Star or diamond rating
- Michelin or good food guide
- Highly trained staff/regular meetings
- Regular inspections

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

(c) Most candidates were able to suggest four ways of achieving accurate portion control thus gained full marks.

Q.4 (a) and (b) Again it is obvious which centres have taught the different types of menus. Some candidates answered well others missed these questions out completely.

(c) This question was generally answered well.

(d) Generally, this question was not answered well. Some candidates only gained 1 mark.

Answers could include:

- Know what they are having in advance
- Selection of dishes to suit all diets
- Set price
- Choice of hot or cold dishes

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

(b) Surprisingly many candidates had a limited knowledge of why it is important for hotels to help protect the environment.

Answer could include:

- Enhances hotels reputation
- Keep up with government guidelines
- Reduces carbon emissions
- Save money on removing waste
- Helps prevent global warming

(c) Again it is obvious which centres have taught environmental issues relating to the Hospitality and Catering industry. Candidates had limited knowledge of the ways in which the **staff** of a hotel could reduce waste.

Answer could include:

- Refillable bottles of shower cream/shampoo
- Using less packing on things like soap
- Not putting new toilet rolls on for every guest
- Recycling waste from the kitchen
- Recycling glass, paper and tins
- Advising guests of the hotel's environmental policy by putting notices up
- Buying in larger quantities
- Buy fresh rather than tinned or packaged foods
- Good use of stock rotation

- Q.6 (a) Most candidates could answer this question and gained full marks.
- (b) This question was generally answered well and most candidates gained 2 or 3 marks.
- (c) Most candidates were able to identify ways in which caterers can ensure customers are safe from foods which may cause allergic reactions and gained 3 or 4 marks for this question.

Answer could include:

- Indicate it on menu
- Notify the staff of foods which may contain things like nuts
- Include ingredients on menu
- Ask suppliers to provide accurate information on ingredients
- Keep designated areas of the kitchen nut free
- Organise staff training
- Use separate equipment
- Wash hands to avoid contamination

- Q.7 (a) Most candidates were unable to state two responsibilities of the employee within the HASAWA. Few gained marks for this question.
- (b) This question was generally answered well. Most gained 2 or 3 marks.
- (c) Few candidates gained full marks as they were not able to discuss the responsibilities of an employer in ensuring safety of their employees. Most gained 1 or 2 marks for this question.

Answers could include:

Staff should identify areas that may cause problems including:

- Ensuring the work place is safe and free from hazards
- Making staff aware of HASAWA
- Ensuring staff have a contract
- Dealing with any problems
- Organising staff training
- Supervision of staff
- Correct signage
- Accident book

- Q.8 (a) This question was generally answered well. Candidates were able to state two factors to consider when planning a menu and gained full marks.
- (b) Some candidates found this question difficult to answer. Although most were able to list ways to produce low fat dishes they did not give reasons for their answer so were not able to access the full range of marks available. Most candidates gained between 2 and 3 marks for this question. Candidates of lower ability could not answer this question.

Answer could include:

- Adapt recipes
- Less fat/low fat options
- Low fat milk and cheese
- Fromage frais instead of cream
- Grill rather than fry
- Use less processed food
- Cut off visible fat

- (c) Some candidates found this question difficult to answer. Although most were able to give advantages to the caterer and the customer they did not give reasons for their answer so were not able to access the full range of marks available. Many candidates gained between 3 and 5 marks for this question, candidates of lower ability gained 1 or 2 marks.

Answer could include:

Caterer

- Cheaper
- Less staff
- Can use left over foods for salads e.g. potato salad
- Less waste
- Easier
- Fewer skills required by chef
- Prepared in advance

Customer

- Choose what they want
- More choice
- Have as much as they want
- Can go back for more
- Choice of hot and cold foods
- Quicker

- Q.9 (a) Few candidates showed that they understood the factors to be taken into consideration when planning a new kitchen. Candidates did not discuss most of the suggestions listed. This meant they were unable to access the full range of marks. Most candidates gained between 2 and 5 marks.

Answer could include:

- Ergonomic features of safe working environment
- Layout
- Lighting
- Heating
- Materials used
- Size and extent of the menu it serves
- Services – gas, electricity, water
- Amount of capital
- Types of equipment available
- Storage areas
- Flooring
- Fire exits
- Hand washing facilities

- (b) Most candidates were able to give a limited response to this question and gained an average of 3 or 4 marks, however, again they did not discuss but gave a limited list.

Answer could include:

- Advice on how to gain Basic Hygiene Certificate
- Avoiding cross contamination
- Storage of foods
- Temperature control of fridges, freezers
- Organising staff training
- Check fire exits
- Check rodent free
- Advise on staff illness

- Q.10 (a) Most candidates could suggest foods suitable but not the type of service. Many just listed and did not describe and, therefore, were unable to access the full range of marks for this question.

Answers could include:

- Sit down or buffet service
- Christmas dinner
- Range of hot and cold foods
- Savoury and sweet products
- Multi cultural foods
- Foods for all diets

- (b) Again candidates were able to list but did not discuss so were unable to access the top range of marks for this question. Most gained between 2 and 4 marks for this question.

Answers could include:

- Basic hygiene certificate
- Avoid cross contamination
- Storage of foods prior to cooking
- Safe storage when cooked
- Serving at correct temperature
- Hot/cold holding

- (c) Again candidates were able to list but did not discuss so were unable to access the top range of marks for this question. Most gained between 2 and 4 marks for this question.

Answers could include:

- Wet floor signs
- Tripping hazards
- Tablecloths trailing
- Access for disabled
- Space between tables
- No sharp objects
- Decorations secure

Conclusion

On the whole, there was an improvement in the results this year and both subject teachers and candidates are to be congratulated on their efforts. Candidates do need however, further practice in examination technique, reading questions accurately and relating their answers to the marks available.

I would like to express my sincere thanks to my dedicated examiners for their hard work. My thanks also to the enthusiastic subject teachers for their continued and valued support of the subject.



WJEC
245 Western Avenue
Cardiff CF5 2YX
Tel No 029 2026 5000
Fax 029 2057 5994
E-mail: exams@wjec.co.uk
website: www.wjec.co.uk