



GCSE EXAMINERS' REPORTS

HOSPITALITY AND CATERING (NEW)

JANUARY 2011

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 2011

Chief Examiners: Judy Gardiner - Unit 2

Jacqui Housley - Unit 4

Unit Statistics

The following statistics include all candidates entered for Units 2 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	1806	80	33.6
4	628	80	33.7

Grade Ranges	Unit 2	Unit 4
A*	62	63
A	56	57
B	50	51
C	44	45
D	38	38
E	32	32
F	26	26
G	20	19

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

No. of Cands.	Cumulative percentage of candidates at grade:							
	A*	A	B	C	D	E	F	G
Unit 2 1806	0.8	3.4	8.0	19.4	36.0	56.8	75.5	89.0
Unit 4 628	2.1	5.6	11.1	21.3	39.6	57.2	71.7	83.9

Introduction

The number of candidates entered for the January examinations was very encouraging as it is only the second time that these examinations have been offered. The new specification only became available in September 2009 and is designed to be a two year course. It is not recommended that candidates sit the units if they have not had time to cover the full specification.

UNIT 2 – CATERING, FOOD AND THE CUSTOMER

Note: Most opted for the written paper but 9 centres, 90 candidates sat via E assessment, which was very encouraging.

- 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. Many did not know that sauté was the correct term for 'to toss in hot fat'.
- Q.3 This question was generally well answered with most candidates gaining at least 2 marks. However, many candidates incorrectly stated that a coeliac needs a high energy diet.
- Q.4 The question on vending was generally well answered although several candidates implied that vending machines were used to replace the hospital canteen in providing the food served to patients. The most popular answers were quick and convenient to use, available 24 hours a day, hygienic and no staff needed to serve.
- Q.5
- (a) Many candidates correctly listed the conditions of warmth, moisture and time that bacteria need in order to multiply. Most could name a high risk food. The most popular answers were meat and fish. Many candidates incorrectly stated rice was a high-risk food; the correct answer is cooked rice.
 - (b) Candidates are still confusing personal and food hygiene. Many candidates earned only 1 mark for this question because they correctly stated 'wash hands before starting work, but then gave other hygiene points relating to colour coded chopping boards, sanitizing work surfaces and keeping raw and cooked food apart.
 - (c) The response given for methods of (i) defrosting and (ii) cooking a chicken were very varied. Many candidates incorrectly stated that a chicken should be left in a warm room, placed straight into an oven on a high heat or placed under hot running water to defrost it. The correct answer was to defrost in a dish at the bottom of a refrigerator at a temperature of under 5°C. When cooking a chicken the core temperature should be 75°C when tested with a probe and juices should run clear. Correct temperatures were needed for full marks in this section.
- Q.6 Generally the first section of this question was well answered.
- (a) Most candidates were able to name four fats and oils used in food preparation and cooking. 'Cooking oil' was a common incorrect answer for frying chips.
 - (b) Candidates were vague about safety rules for deep-frying. Many incorrectly stated to 'stand well back' from fryer. A correct response contained a qualifying phrase i.e. stand back from fryer in case of spitting. Other acceptable answers included ensuring food was dry when put into the fryer, not frying too much food at one time, placing food in carefully (not throwing in) so that the fat does not splash, filling to the load line (no more than $\frac{3}{4}$ full), allowing fat to recover its heat before adding more food and ensuring that the fryer is not left unattended.

- (c) Many candidates failed to give three ways of ensuring a quality product when deep-frying. Vague answers included do not overcook, do not undercook, taste food to see if it's cooked properly. Correct answers included using a good quality fat/oil, changing the fat regularly, frying similar sized pieces of food together, draining excess fat from food before serving, making sure fat is hot before adding food and looking for a golden brown colour on fried food.
- (d) Candidates' responses to providing 'healthy options' varied enormously. Many candidates struggled beyond suggesting 'add more fruit and vegetables' or offer a 'side salad'. Candidates suggested eating less fat, sugar and salt but gave few examples of **how** to achieve this. Less able candidates suggested listing the 'healthy options' together on a menu so that the customer could easily identify them but failed to mention any practical ways of achieving this.
- Q.7 (a) The majority of candidates gained 1 or 2 marks for this question. The most popular answers were pitta bread, Naan bread and baguette/French stick.
- (b) Most candidates were able to correctly name two nutrients found in bread. The most common answers were carbohydrates and dietary fibre (NSP). Many candidates incorrectly stated that carbohydrates and starch were two different nutrients.
- (c) Candidates generally failed to earn high marks for this question. Many candidates wrote at length about including breads from different countries, having country theme days, adding bread to a lunch menu, offering bread as a side dish, offering different types of breads to make sandwiches, giving bread samples away free as part of a meal deal but did not actually name any bread or give valid examples. More able candidates were able to suggest different breads (white, wholemeal, granary, etc.) used for sandwiches and filled rolls, naan bread for curries, pitta bread for kebabs, fruit and flavoured breads for different situations, different pizza bases (stuffed, thin and crispy, thick), garlic bread, Panini's, ciabatta, bruschetta, bagels, etc.
- Q.8 (a) This section of the question was answered correctly by the majority of candidates.
- Most candidates were able to list four rules to be followed by kitchen staff in the event of a fire in a hotel kitchen. However, some candidates wrote about evacuating guests and checking hotel rooms when the question clearly stated the fire was in a hotel kitchen.
- (b) Responses were varied. Less able candidates just named two pieces of equipment, often an oven and a fridge, but were unable to evaluate them. Answers tended to be vague. Typical answers included 'the chef would need an oven to cook food and a fridge to store food'. Several candidates wanted to replace items with 'fireproof pots and pans' and 'fireproof ovens'. Good responses included taking into account factors such as labour saving for the chef, energy efficient, size of equipment, the most appropriate equipment for the outlet e.g. a fast food outlet may need a fryer for fried food or microwave for quick re-heating, value for money and special features e.g. outside temperature displays on fridges, freezers, chillers. Fire fighting equipment was an acceptable answer.

- Q.9 (a) Responses to this question varied. The more able candidates were able to discuss effective ways of dealing with the problem of obtaining carrots and mange tout for the dinner party. Correct responses included trying another supplier, contacting the client, offering a discount, changing carrots to larger carrots cut into julienne strips or batons, offering another green veg (beans, peas or broccoli) instead of mange tout or offering frozen alternatives.
- (b) Many candidates understood the term 'lactose intolerant' as being unable to have 'dairy products'. However, although many candidates stated that changes would need to be made to the menu they did not suggest any. More able candidates suggested realistic alternatives to the dishes such as offering a tomato sauce or gravy with the chicken, offering a totally different dessert such as fresh fruit salad or a fruit tartlet instead of the ice cream profiteroles, offering lactose free cheese or platter of fresh fruit for the cheese course and serving soya milk with the coffee.
- (c) Those that understood the term 'contract catering' were able to suggest several factors that contribute to the success of a contract catering company. The most popular answers discussed were - good teamwork, good communication, good customer care, well trained, loyal, capable and reliable staff, good pricing policies to get business and achieve a profit, high standards of hygiene, food, presentation and service and advertising the company. Less able candidates wrote about having a nice restaurant with good toilet facilities. The majority of candidates attempting this question received some marks.

Conclusion

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, explanation and example when answering this type of question. Many candidates wrote a brief list and although they were awarded some marks it was only a fraction of the marks that could be awarded.

E-Assessment

Candidates taking the online paper generally failed to use the extension writing boxes to good effect. Several online candidates failed to answer all parts of questions 5, 6 and 9 which were set over two pages. Candidates should have access to the familiarisation test(s) and practice papers before they take the online examination.

Centres with a high proportion of less able candidates may wish to consider a different qualification such as Entry Level Food where the examination would be easier to access (available until 2012) or new pathways where there is no examination.

UNIT 4 - HOSPITALITY AND THE CUSTOMER

- Q.1 A mixed response. Candidates gained a range of marks.
- Q.2 Most candidates answered this question well.
- Q.3 Most candidates attempted this question and gained full marks.
- Q.4 Most candidates answered this question well and gained full marks.
- Q.5 (a) This question was generally answered well and most candidates gained full marks.
- (b) This question was generally answered well and most candidates gained between 3 and 4 marks.
- Q.6 (a) This question was not answered well. Few candidates gained marks. It is important that all areas of the specification are covered when delivering the subject.
- (b) Candidates responded well to the mini scenario and most gained half marks or above.
- Q.7 (a) Some candidates answered this well and gained between 3-4 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.
- (b) Some candidates responded well and gained between 4 and 6 marks. Other candidates were unsure of how the establishment could present a positive image. Again, those candidates who only listed were only able to access the lower range of marks. There should be evidence of discussion to gain the higher mark band.
- Q.8 A mixed response to this question. It was evident where candidates had been taught the different features of a range of establishments. 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 this type of question.
- Q.9 (a) This question was not answered well, it is important that environmental issues are covered.
- (b) This question was answered well and most candidates gained middle to top band marks. However, a few candidates wrote about how the hotel could save water and energy, not how they could encourage customers to conserve water and energy.

Q.10 The new question style “scenario” was found to aid some candidates to access some marks on each section.

- (a) This question was generally answered well and most candidates gained high marks.
- (b) This question received a mixed response and a wide spread of marks were awarded. Some candidates wrote about kitchen and food safety and failed to mention the safety of the room and, therefore, were only able to gain a few marks.
- (c) Again, a very mixed response given. Some candidates did not fully understand the question and thus did not refer to customer satisfaction but merely described the role of the conference manager.

Conclusion

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 practice in examination technique to read questions accurately and try to relate their answers to the marks available.



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