



GCSE EXAMINERS' REPORTS

HOSPITALITY AND CATERING

JANUARY 2013

Statistical Information

The Examiner's 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.

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.

HOSPITALITY AND CATERING
General Certificate of Secondary Education
January 2013
UNIT 4: HOSPITALITY AND THE CUSTOMER

Chief Examiner: Mrs. Jacqui Housley

Introduction

The number of candidates entered for the January examination was 595, of these 565 were 16, and 30 were under 16. Candidate performance on this paper was similar to the previous sittings. Most candidates attempted to answer every question and marks were achieved across the whole range.

Candidate responses showed that they have knowledge of some areas of the specification but some candidates still lack the detailed knowledge required across all areas, thus were not able to access the full range of marks. The paper covered the range of grades from A* – G.

As in previous examinations there were candidates who struggled because of poor literacy skills and where the questions required extended answers they were not generally answered well. Many candidates were unable to discuss or explain and felt that a list would suffice; which meant they were unable to access the full range of marks available for the questions.

Q.1 The majority of candidates gained full marks.

- Q.2 (a) Many candidates answered this question well. However some candidates were unable to follow the instructions given on the paper. It is important that candidates have trialled past papers prior to sitting the final examination, this will enable them to see how questions are set out.
- (b) A mixed response, some candidates were unable to distinguish the difference between a place card and a seating plan. It is important that candidates are taught the correct terminology throughout the delivery of the course.

Mean 3.3/6

Q.3 Most candidates answered this question well and gained full marks.

- Q.4 (a) This question was generally answered well .
- (b) Some varied responses most candidates gained between 2/3 marks .

Mean 3/5

Q.5 (a)&(b) Candidates responses were varied. Some candidates however, lost valuable marks as they described the qualities needed for the job and not the job description.

Mean 2.5/6

Q.6 Most candidates attempted to answer this section and some gained above half 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 access to the higher mark band.

Q.7 (a) Although all candidates attempted this question it was not answered well. Many candidates were unsure of the role of housekeeping staff.

(b) Again some good responses were evident but generally valuable marks were lost by candidates merely listing.

Mean 2.6 / 8

Q.8 (a)&(b) Many candidates gained high marks at the start of this section.

(c) Very mixed responses and again the lack of extended writing is precluding candidates access to the higher mark bands. It is important that they show evidence of discussion in these questions. Answers could include discussion of the following:

Mean 5 / 10

Q.9. (a) This question was attempted by all but it was not answered well by a high proportion of candidates. Candidates were able to suggest ways **staff** could present a positive image but struggled with the **establishment**.

(b) It is evident that many candidates need to have further experience of producing responses to this type of question. Again many candidates only gave a list which meant they were unable to access the higher marks, or made reference to large hotels rather than the guest house as documented in the rider.

Mean 4.3/14

- Q.10. (a) This question was generally answered well and most candidates gained higher end marks
- (b) (i) Mixed responses given and a range of marks awarded.
- (ii) Some candidates referred to the font and layout of a menu rather than the dishes on the menu, thus lost valuable marks .
- (c) Again very mixed responses given. Some candidates did not read the question and referred to the room and not the food as was asked for. Many did not refer to the preparation, cooking and serving of the food.

Few candidates gained the higher end marks.

Mean 7/20

Conclusion

On the whole, candidates attempted to answer all questions which is very much a way forward . Candidates do need, however, further practise in examination technique and ensure they read questions accurately and 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