



EXAMINERS' REPORTS

**LEVEL 1 / LEVEL 2 AWARD IN
HOSPITALITY AND CATERING**

SUMMER 2018

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

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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.

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HOSPITALITY AND CATERING

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THE HOSPITALITY AND CATERING INDUSTRY

- Q.1** (a) The structure of the Hospitality and Catering industry.
On the whole this was answered well, with many candidates achieving full marks. This demonstrated that a vast number of candidates understood the structure of the job roles within the Hospitality and Catering (H&C) sector.
- (b) Food delivery and storage. A majority of candidates were able to place the delivery process into the correct order. Those that didn't achieve full marks did get at least 2-3 of the processes in the correct order.
- Q.2** (a) The correct answer was "Shift work, including evenings, nights, weekends and public holidays".
Again, a large number of candidates ticked the correct answer for this question.
- (b) Describing the dress code required for Craig when working on reception.
Most candidates covered the clothing items that Craig should wear, with most stating Craig should wear a suit and have the hotel's logo/name badge present. Only a few candidates included personal hygiene under the "dress code" requirements. Candidates must understand that the "dress code" doesn't only cover the outfit or uniform, but also covers the personal appearance of the staff member. Candidates could have included that Craig should be freshly showered or washed in order to maintain a pleasant body odour. Candidates could have mentioned that Craig should have clean/brushed hair, with a hairstyle appropriate for front of house duties. No facial piercings and/or tattoos that are visible; these additional statements are often included in the dress code for a receptionist.
- (c) Describe two duties Craig will undertake as hotel receptionist.
Many candidates missed the main impetus of this question. All candidates managed to name 2 duties, however there were fewer candidates who managed to "**describe**" these duties. For example the main answers given were:
- Take calls
 - Deal with complaints
- These should have been expanded to **describe** why Craig undertook these duties: For example:
- Taking calls in order to book hotel rooms, check availability or take payment from customers.
 - Dealing with customer complaints and responding to them personally to find a solution to resolve the issue.

Candidates must understand the importance of the **command words** used in the exam. A breakdown of these can be located on the WJEC website.

Q.3 (a) Complete the advertisement for Head Chef for Bloomingdales Hotel. Unfortunately, once again some candidates didn't read the keywords within the question correctly. The main emphasis in this question was on the word "**responsibilities**".

A number of candidate's answers were related to desirable qualities rather than the responsibilities of a head chef.

(b) Specialist equipment in commercial kitchens.

The drag and drop question of selected equipment used in a commercial kitchen was very well answered, with most candidates receiving full marks.

Q.4 Candidates found this question difficult and many failed to answer in detail why businesses within the hospitality and catering industry increased during and after the Olympic games. Many candidates understood that there would be more visitors to the UK, and that they would require accommodation and drink/food. However, few mentioned that this influx in visitors would create more jobs with the H&C sector, that prices in the H&C sector would increase due to the limited availability of accommodation and that London would be advertised on a global platform which could encourage other people to visit the capital for vacation after the event.

The Olympic question should be linked to how large scale events increase the profile and profit of the H&C sector. Candidates need to understand that large scale events such as the Olympics, Glastonbury, Radio One big weekend and any pop concerts would result in prices being increased and temporary jobs being created to deal with the larger numbers of visitors.

Q.5 (a) The majority of candidates attempted to answer this part of the question, with a vast number receiving at least one mark. Many candidates answered "hotel" but didn't comment on the type of hotel that would be suitable for Gemma's requirements. If candidates had added "budget", "one star" rated or named a budget hotel, they would have received a mark. Another mistake was mentioning that Gemma could stay with friends; candidates must remember to link their answers to the H&C sector only.

(b) Explain how one of the types of accommodation suggested would meet Gemma's needs. Candidates answered this question well, with a majority understanding that the accommodation should be low cost to meet Gemma's needs. Some candidates had also linked that a B&B would probably be situated closer to the main attractions and that Gemma would not need to purchase additional breakfast as it came included within the price.

(c) Explain how technology can influence customer accommodation choices. With the ever growing technology advances being used in the hospitably and catering industry, most candidates demonstrated an excellent understanding of how this was likely to influence customers in choosing their accommodation.

Q.6 (a) Unfortunately this question wasn't very well answered. Again, the question had either not been read correctly or had been misinterpreted. The question clearly stated **Personal safety risks** to Alex; however, a large proportion of candidates answered this with general health and safety risks/controls rather than personal safety risks/controls.

(b) True or false question was answered successfully by a large proportion of candidates.

- (c) The COSHH document question was generally well answered, with many candidates showing a good understanding of the use of personal protective equipment when using a substance which can be harmful to health.

Q.7 (a) Describe the role of the Environmental Health Officer.

Most candidates made a good attempt in answering this part of the question, with some answers showing great depth of understanding. However, it should be pointed out that some candidates only focused on the hygiene aspect of the job role of the EHO and this had been repeated several times within the answer. A suggestion for future reference would be for candidates to take time to learn about all the different responsibilities of an EHO and divide them into separate sections. This will help prevent candidates repeating the same job role several times in an answer.

- (b) Describe the food safety legislation that the café should comply with in relation to food storage. This question was answered well by a number of candidates. Most candidates achieved 1-2 marks within this question.

- (c) Name and describe the cause and symptoms of two common types of food poisoning. A large proportion of candidates named salmonella as a type food poisoning and most could name the correct cause(s) and symptoms. Some candidates demonstrated a clear understanding of the major food poisoning bacteria, causes and symptoms, clearly stating two types of food poisoning within their answers.

Q.8 (a) A number of candidates did not attempt this question. Whilst a few achieved full marks, many did not as they failed to understand the term “provision”. The word **provision** is clearly stated in the specification and candidates should be clear about what this word means in relation to the H&C sector. Many candidates mentioned different services that could be provided, rather than naming an actual venue. The main correct answers to this question were café, burger van, cafeteria and fast food outlet.

- (b) Those candidates that responded well to question 8a also did well in justifying the most suitable provision for Go Wild, with some really excellent answers linking the needs of families to the needs of the Go Wild park. Most candidates who answered this question discussed the fact that families would not want to spend too much money on food, that children could be fussy eaters and would require smaller portions and that a faster service would be more beneficial for the family to see more of the park.

HOSPITALITY AND CATERING

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HOSPITALITY AND CATERING IN ACTION

The report will summarise the general feedback for this series and then comment on the assessment evidence requirements, the accuracy of marking and administration.

Introduction

In this the first assignment of Unit 2, it was pleasing to see that the unit catered for the full range of abilities.

There are 3 assignment briefs which centres can chose from:

Western Avenue Deli and Coffee Shop

Flip Flops

Waste Not, Want Not

General comments

Generally, the evidence produced was neatly presented and well organised. However, some candidates failed to identify which Assessment Criteria (AC) they were writing about; this can slow down the moderation process. Candidates must be encouraged to write the AC in the header of the paper, along with their name and centre number. This will provide the moderator with a clear indicator of the AC's achieved by that candidate.

Pro forma are always a useful aid for lower ability candidates who often require clear guidelines and structure. However, it should be mentioned that some pro forma had been designed in a way that in allowed top performing candidates to achieve the higher banded levels. Conversely, some pro forma missed out assessment criteria required for candidates to complete the unit successfully.

The use of the internet during the controlled assessment is **not allowed**. This is clearly stated within the specification on the WJEC website.

Accuracy of marking

It must be stressed that for candidates to be awarded a Level 2 pass grade for the unit, they must meet all of the minimum requirements of all the assessment criteria, as set out in the Level 2 Pass performance band.

Likewise, for a centre to award a candidate a Level 2 Merit grade for the unit, the candidates must additionally meet all the Merit minimum requirements as set out in the Merit performance band.

There were a number of centres where marking had been awarded incorrectly. If a candidate has received Distinction grade in all but one of the performance band, then that candidate's grade would then be lowered to the next grade boundary where all the minimum assessment criteria had been met. This may mean that some candidates may have achieved Merit in all but one AC. This AC may have had only been given a Level 2 Pass. Therefore, the candidate's overall grade would be level a Level 2 Pass.

Centres cannot award grades any higher than what the candidate has achieved in the performance bands.

Administration

Annotation by the centre plays an important part in the moderation process. Annotation is used to pinpoint where grades have been justified by the centre and as an observation record of the practical element of the course. It cannot be emphasised enough that without these assessment/observation records and without detailed annotation, candidates work may be awarded moderators grades instead.

The deadline date

The deadline date for unit 2 is the **5th May**. This date will not change in the future. Work must be with the moderator by this date. WJEC might request a second sample after the 5th May. This must be ready to be sent to the moderator within an agreed time frame.

Please note: candidates who do not achieve the minimum points required for a Level 1 Pass will have their achievement recorded as Unclassified.

LO1

AC1.1 Describe functions of nutrients in the human body

This task had been well answered by a vast majority of candidates. All had attempted to cover all of the main content from the specification in order to achieve a Merit level. This information is factual and therefore some of the information can look similar. It is strongly advised that candidates make sure that their notes are their own words and not that of the centres. It is vital that candidates demonstrate their knowledge gained and construct AC1.1 as an individual. To award a level 2 Merit **all content** should be evident: Protein, Fat, Carbohydrate, Vitamins, Minerals, Water and Dietary fibre (NSP).

Please note: the use of the internet had been evident in some candidates work; this is prohibited. In some cases it clearly demonstrated a cut and paste exercise and not depth of understanding of the topic.

AC1.2 Compare nutritional needs of specific groups

AC1.2 is asking the candidate to compare the nutritional needs of specific groups. The specific groups are located within the information of the Learner Assignment Brief (LAB). Many candidates didn't identify the specific groups from the learner's assignment brief and completed AC1.2 generically. In order to award a Level 2 Merit: Comparison between TWO specific groups must be made giving clear reasoning to similarities and difference. For Level 2 Distinction most of the main nutritional needs should be evident with in-depth reason for similarities and differences.

AC1.3 Explain characteristics of unsatisfactory nutritional intake

Candidates demonstrated their understanding this part of assessment criteria well with many showing a clear depth of understanding of characteristics of unsatisfactory nutritional intake. Candidates covered a range of deficiencies as well as issues involved caused by the excess of some nutrients. It must stress that candidates have to relate these deficiencies to the specified groups from the LAB in order to achieve above a Level 1 Pass. To achieve a Distinction, candidates should make reference to the characteristics of most of the main nutrients for the human body.

AC1.4 Explain how cooking methods impact on nutritional value

Many candidates successfully completed this section of the assessment criteria. However, there were a few who didn't grasp the main impetus of the AC, which was the impact on nutritional value. There was evidence of a description of the actual cooking method, rather than the emphasis on the impact it had on nutritional value of the food.

In order for candidates to achieve Level 2 Pass in AC1.4 all the content in the specification must be covered. These are steaming, baking, grilling, stir-fry, roasting, poaching and boiling.

LO2

AC2.1 Explain factors to consider when proposing dishes for menus

Candidates are required to activate prior knowledge on how factors can affect planning a menu. As there is a lot of scope in this AC, it had been completed well by many candidates. To award a level 2 Merit a majority of the factors from the specification content should be evident with explanations that are generally well reasoned.

AC2.2 Explain how dishes on a menu address environmental issues

Once again, this AC provided candidates with a great deal of scope. Many candidates clearly understood how environmental issues can be addressed on a menu. There is a great deal of information that candidates could write about in regard to how the dishes on a menu address environmental issues. However, the highest level that can be achieved in AC2.2 is a Level 2 Pass. This should be taken into account when candidates completing the task.

AC2.3 Explain how menu dishes meet customer needs

Many candidates had linked this AC to their chosen dishes, which allowed them to demonstrate a clear understanding of the customer needs from the LAB. Candidates showed a good understanding of this part of the AC and could give clear and constructive reasoning how their menu was suitable to meet the needs of their customers.

AC2.4 Plan production of dishes for a menu

This was completed with some degree of success. Most candidates produced a plan of production which had been dove-tailed. However, a large number had missed out on detailed timing, contingency plans, equipment and commodities list. This information is vital for candidates to achieve above a Level 1 Pass.

A basic plan, with little reference to dovetailing or contingency will only be awarded a Level 1 Pass. In order for candidates to achieve above Level 1 they must include a detailed plan with a few errors and which may benefit from small amendments with good coverage of contingency. To award a L2 Distinction no changes are required and **all content** should be covered including equipment list, commodities quantities, contingencies (which can be including storage, hygiene, health and safety and special points).

LO3

LO3 had been completed by most candidates to a high standard. There was clear evidence demonstrating candidates had been taught a range of high skilled techniques in preparing, cooking and presenting a range of appropriate dishes.

Evidence for LO3 must be in the form of clear photographs of the final dishes as well as a completed observation record which has been annotated and signed by the centre. Please note, due to the 2018 data protection act, it is strongly advice that a candidate's face should not be evident in any of the photographs sent for moderation.

AC3.1 Use techniques in preparation of commodities

A range of techniques were used by a majority of candidates. However, some centres did not include photographic evidence. For future reference, it must be stressed that photographic evidence must be supplied by all, as it forms as part of the observation and moderation process for this learning outcome.

AC3.2 Assure quality of commodities to be used in food preparation

This AC was completed well, with many centres completing a detailed observation record of this standard being achieved.

AC3.3 Use techniques in cooking of commodities

There was an array of cooking commodities used, along with a pleasing range of high skilled dishes. Evidence included candidates who filleted their own fish, de-boned chicken and included a variety of high skilled accompaniments.

AC3.4 Complete dishes using presentation techniques

Most dishes had been presented to a high standard with time and care being placed into the final presentation of both dishes, as well as the accompaniments.

AC3.5 Use food safety practices

Evidence of this AC was in the form of the centres observation records, and all candidates had achieved a high-grade level in regard to food safety practices.



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