

Paper 1: Hospitality
Marking Scheme
1 hours

Sample paper

Section A (Objective Section) - 25 marks

(There will be a total of 25 questions from this section, candidates must answer all of them)

Question 1

It is important to have an understanding of the various types of business ownership. One type of business ownership ***allows for other people to buy into an existing business and acquire the right to its business model.***

From the list of options, select the type of business ownership which meets the model indicated above.

- A) franchise
- B) limited liability partnership – private company
- C) limited liability partnership – public limited company
- D) partnership
- E) sole trader

Mark Scheme:

- Correct Answer: **A) franchise**

Question 2

It is important to have constructive relationship with customers from other internal departments. You work part time in a hotel across reception and in the bar.

From the list of options, select an example of an internal customer in the hotel in which you work.

- A) commis chef
- B) delivery courier
- C) local florist
- D) sales client
- E) taxi driver

Mark Scheme:

- Correct Answer: **A) commis chef**

Question 3

From the list of options, select the one which sets out what is meant by the abbreviation GDP?

- A) greater development product
- B) greater domestic product
- C) gross domestic process
- D) gross domestic product
- E) gross domestic purpose

Mark Scheme:

- Correct Answer: **D) gross domestic product**

Question 4

It is important to have constructive relationship with external customers

From the list of options, select an example of an external customer.

- A) commis chef
- B) junior housekeeper
- C) reception manager
- D) stores person
- E) taxi driver

Mark Scheme:

- Correct Answer: **E) taxi driver**

Question 5

It is important to have a good level of understanding of preparing different types of food commodities

From the list of options, select the food commodity which is trussed before being cooked.

- A) fish
- B) meat
- C) poultry
- D) shellfish
- E) vegetables

Mark Scheme:

- Correct Answer: **C) poultry**

Question 6

A number of cooking methods are used for different types of food. One such method is a dry method which involves the addition of oil and food is cooked at temperatures in the range of 170 to 185° C.

From the list of options, select the type of cooking method cited in the vignette above.

- A) baking
- B) boiling
- C) grilling
- D) roasting
- E) steaming

Mark Scheme:

- Correct Answer: **D) roasting**

Section B (Subjective Section) - 25 marks

Candidates must answer all the questions from this section, the marks for each question is indicated in bracket []. Please note that these questions are sample examples only; actual exam questions will add up to a total of 25 marks

Question 1. [2 marks]

In the table below, **state** the safe operating temperatures for the following: (i) deep-freezer, and (ii) refrigerator.

Suggested Answer

| Appliance | Safe operating temperatures |
|--------------|-----------------------------|
| Deep Freezer | Minus 18 degrees |
| Refrigerator | 0 to 5 degrees |

Question 2. [2 marks]

In the table below, state the **requirements** of the **different** customers.

Suggested Answer

| Types of Customer | Expected requirements |
|---|--|
| Colleague from another department (events and conference) | -Information on sales and invoices. -Requires an email to clarify understanding on conference numbers. |
| Disabled customer (restaurant reservation for Sunday) | -Book a table with easy access to and from the washroom. -May require assistance with ordering and meals to and from the table. |

Question 3.

[2 marks]

Describe **two** benefits for working in the Hospitality Industry.

Suggested Answer

- 1) Enables an individual to learn about the industry and improve their customer service skills
- 2) Increases confidence in dealing with problems and improves negotiation skills

Question 4.

[2 marks]

Explain **key characteristics** required of personnel working in the Hospitality industry.

Suggested Answer

- 1) Individuals must be capable of demonstrating patience under pressure in order to convey calmness to customers.
- 2) Individuals have to be able to work on various tasks, usually at once, whilst being able to prioritise.

Question 5.

[2 marks]

Define **two** ways in which employees can provide effective customer service skills.

Suggested Answer

- 1) By being polite and respectful to customers when meeting and greeting them before service.
- 2) By being attentive to their needs during service such as noticing if they want to place an order or in providing assistance if required.

Question 6.

[2 marks]

State **two** reasons for working well within a team environment.

Suggested Answer

- 1) To maximise the success of the team and the business overall.
- 2) To provide a pleasant environment for colleagues to work within.

Question 7.

[3 marks]

List **three** various types of pathogenic bacteria which can affect different food types.

Suggested Answer

- 1) Staph Aureus
- 2) Salmonella
- 3) E-Coli

Question 8.

[5 marks]

In the table below, define one way in which each of the following foods can be cooked: (i) meat, (ii) vegetables, (iii) poultry, (iv) fish, and (v) shellfish.

Suggested Answer

| Type of food | Suitable cooking method |
|--------------|---|
| Meat | Braising – cooking meat in a small amount of liquid which can be stock or water. |
| Vegetable | Steaming – where food is cooked by boiling water under the food through a bamboo steamer. |
| Poultry | Roasting – where food is cooked in a hot oven (180 o degrees) with the additional of oil. |
| Fish | Shallow frying – where food is cooked in a small amount of oil in a frying pan. |
| Shellfish | Poaching - where food is cooked in liquid at 75 o C. |

Question 9.

[2 marks]

State the safe operating temperatures for hot food.

Suggested Answer

Over 63 o c degrees is safe, but 75 o C is preferable

Question 10.

[5 marks]

In the table below, list **two** different types of: (i) meat, (ii) vegetables, (iii) poultry, (iv) fish, and (v) shellfish

Suggested Answer

| Type of food | Examples of food |
|--------------|--------------------|
| Meat | Beef, lamb. |
| Vegetable | Carrots, tomatoes. |
| Poultry | Chicken, turkey. |
| Fish | Plaice, cod. |
| Shellfish | Crabs, lobsters. |