

Surname	Centre Number	Candidate Number
Other Names		0



GCSE

4732/01



HOSPITALITY AND CATERING

UNIT 2: Catering, Food and the Customer

THURSDAY, 5 JANUARY 2017 – AFTERNOON

1 hour 15 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	3	
2.	3	
3.	3	
4.	5	
5.	8	
6.	14	
7.	18	
8.	12	
9.	14	
Total	80	

INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided.

If you run out of space, use the continuation page at the back of the booklet, taking care to number the question(s) correctly.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets at the end of each question or part-question.

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

Answer **all** questions.

1. Tick (✓) the box next to each statement to show if it is **True** or **False**.

[3]

	True	False
(i) Prisons provide food and drink.		
(ii) A pastry chef is in charge of main courses.		
(iii) Good lighting is important in the kitchen.		

2. Match the correct culinary terms to the meanings below by placing the correct letter in the box. [3]

A	Brulee	B	Croutons	C	Entree	D	Flambe	E	Julienne
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For example if you think the answer for (i) is **C** write **C** in the box.

- (i) Burning away with alcohol.
- (ii) Matchstick strips of carrot.
- (iii) Fried or grilled cubes of bread.

3. Match the methods of cooking with the correct statement by placing the correct letter in the box. [3]

A	Boiling	B	Stewing	C	Frying	D	Grilling	E	Poaching
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For example if you think the answer for (i) is **C** write **C** in the box.

- (i) Food cooked in gently simmering water.
- (ii) A slow, moist method of cooking.
- (iii) Food cooked in hot fat.

4. A café owner needs to buy a new refrigerator.

(a) State **three** points he needs to consider when choosing a new refrigerator. [3]

(i)

(ii)

(iii)

(b) Suggest how the caterer can ensure the refrigerator is kept clean. [2]

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5. Sharp knives can cause accidents in a catering kitchen.

(a) Identify **two** other **types** of accidents in a catering kitchen. [2]

(i)

(ii)

(b) State **three** safety rules to be followed when using knives. [3]

(i)

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(ii)

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(iii)

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(c) Explain the first aid treatment needed for a minor cut.

[3]

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6. Carvery restaurants are very popular.

(a) (i) Give **two** advantages of a carvery service to the **caterer**.

[2]

1.

2.

(ii) Give **two** advantages of a carvery service to the **customer**.

[2]

1.

2.

(b) Name **two** joints of meat that could be served at a carvery.

[2]

(i)

(ii)

(c) Temperature control is essential in all food service.

(i) State the recommended **core** temperature for cooked meat.

[1]

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(ii) State the legal minimum temperature for all hot food on display at a carvery.

[1]

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(d) Describe the role of the waitstaff in the carvery dining room.

[6]

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7. It is important that school caterers follow current dietary guidelines.

(a) Suggest **three** improvements to the dessert below, to follow healthy eating guidelines.

[6]

Apple Pie served with double cream

(i) Improvement 1

Reason

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(ii) Improvement 2

Reason

.....

(iii) Improvement 3

Reason

.....

(b) Give **three** reasons why cold desserts must be stored in a chiller unit or refrigerator. [3]

(i)

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(ii)

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(iii)

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- (c) Describe **how** the school caterer can ensure accurate portion control when serving meals. [4]

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- (d) Explain **why** accurate portion control is essential in catering. [5]

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8. A local restaurant has decided to introduce a take-away service for their evening menu.

(a) Suggest **two** ways of advertising this new service.

[2]

(i)

(ii)

(b) Suitable packaging will be needed for each take-away dish.

Suggest **one** type of packaging that could be used for each of the following take-away food and give **two** different reasons for each choice of the packaging.

Food	Type of packaging	Reason for choice
Vegetable Chilli and Rice	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>..... [1]</p>	<p>(i)</p> <p>.....</p> <p>.....</p> <p>(ii)</p> <p>.....</p> <p>..... [2]</p>
Cheesy Garlic Bread	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>..... [1]</p>	<p>(i)</p> <p>.....</p> <p>.....</p> <p>(ii)</p> <p>.....</p> <p>..... [2]</p>

- (c) Explain the communication skills needed by the staff when taking the telephone food orders. [4]

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9. Many customers have different dietary needs.

(a) Name **two** specific dietary needs that caterers need to consider. [2]

(i)

(ii)

(b) State **four** methods of research a chef could use in order to ensure the range of dishes on the menu meet all customer needs. [4]

(i)

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(ii)

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(iii)

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(iv)

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- [8]

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