



Rewarding Learning

**General Certificate of Secondary Education
2024**

Hospitality

Unit 1:

The Hospitality Industry

[GPT11]

FRIDAY 24 MAY, MORNING

**MARK
SCHEME**

General Marking Instructions

Introduction

Mark schemes are intended to ensure that the GCSE examinations are marked consistently and fairly. The mark schemes provide markers with an indication of the nature and range of candidates' responses likely to be worthy of credit. They also set out the criteria which they should apply in allocating marks to candidates' responses.

Assessment objectives

Below are the assessment objectives for Hospitality.

Candidates must:

- AO1** recall, select and communicate their knowledge and understanding of concepts, issues and terminology;
- AO2** apply skills, knowledge and understanding in a variety of contexts and in planning and carrying out investigations and tasks; and
- AO3** analyse and evaluate evidence, make reasoned judgements and present appropriate conclusions.

Quality of candidates' responses

In marking the examination papers, examiners should be looking for a quality of response reflecting the level of maturity which may reasonably be expected of a 16-year-old which is the age at which the majority of candidates sit their GCSE examinations.

Flexibility in marking

Mark schemes are not intended to be totally prescriptive. No mark scheme can cover all the responses which candidates may produce. In the event of unanticipated answers, examiners are expected to use their professional judgement to assess the validity of answers. If an answer is particularly problematic, then examiners should seek the guidance of the Supervising Examiner.

Positive marking

Examiners are encouraged to be positive in their marking, giving appropriate credit for what candidates know, understand and can do rather than penalising candidates for errors or omissions. Examiners should make use of the whole of the available mark range for any particular question and be prepared to award full marks for a response which is as good as might reasonably be expected of a 16-year-old GCSE candidate.

Awarding zero marks

Marks should only be awarded for valid responses and no marks should be awarded for an answer which is completely incorrect or inappropriate.

Marking calculations

In marking answers involving calculations, examiners should apply the 'own figure rule' so that candidates are not penalised more than once for a computational error.

Types of mark schemes

Mark schemes for tasks or questions which require candidates to respond in extended written form are marked on the basis of levels of response which take account of the quality of written communication.

Other questions which require only short answers are marked on a point for point basis with marks awarded for each valid piece of information provided.

Levels of response

Tasks and questions requiring candidates to respond in extended writing are marked in terms of levels of response. In deciding which level of response to award, examiners should look for the 'best fit' bearing in mind that weakness in one area may be compensated for by strength in another. In deciding which mark within a particular level to award to any response, examiners are expected to use their professional judgement. The following guidance is provided to assist examiners.

- **Threshold performance:** Response which just merits inclusion in the level and should be awarded a mark at or near the bottom of the range.
- **Intermediate performance:** Response which clearly merits inclusion in the level and should be awarded a mark at or near the middle of the range.
- **High performance:** Response which fully satisfies the level description and should be awarded a mark at or near the top of the range.

Quality of written communication

Quality of written communication is taken into account in assessing candidates' responses to all tasks and questions that require them to respond in extended written form. These tasks and questions are marked on the basis of levels of response. The description for each level of response includes reference to the quality of written communication.

For conciseness, quality of written communication is distinguished within levels of response as follows:

Level 1: Quality of written communication is basic.

Level 2: Quality of written communication is competent.

Level 3: Quality of written communication is highly competent.

In interpreting these level descriptions, examiners should refer to the more detailed guidance provided below:

Level 1 (Basic): The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 (Competent): The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Spelling, punctuation and grammar are sufficiently competent to make meaning clear.

Level 3 (Highly Competent): The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is widespread and accurate use of appropriate specialist vocabulary. Spelling, punctuation and grammar are of a sufficiently high standard to make meaning clear.

- 1 (a) Complete the table below by identifying the sector linked to each outlet. (AO1)

Hospitality Outlet	Sector
Residential Home Dining Room	• Catering services sector
School Canteen	• Catering services sector
Bed & Breakfast	• Commercial sector
Fast Food outlet	• Commercial sector

(4 × [1])

[4]

- (b) Hospitality plays a role in the tourism industry.

Write down **four** other industries linked with hospitality. (AO1)

- Travel
- Education
- Health
- Leisure

(4 × [1])

[4]

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2 (a) Read the following statements and circle the correct answer. (AO1)

- Carbohydrates provide the body with energy True False
- Fat is important in the body to protect vital organs True False
- All vitamins are water soluble True False
- Protein is important for growth and repair of body cells True False
- Dietary fibre is a nutrient that is absorbed in the blood stream True False

(5 × [1])

[5]

(b) School canteens are encouraged to make healthier meals for pupils.

Describe **three** ways the catering manager could reduce the fat content in a range of dishes. (AO1, AO2)

- Use low fat spread when preparing sandwiches and rolls
- Use Soya products as a substitute for meat products
- Cut visible fat from meat before cooking to make the meat leaner
- Use healthier cooking methods when preparing foods, e.g. grill/steam/poach/stew
- Avoid adding butter/oil to dishes when cooking, e.g. dry fry mince
- Use low fat products when making sauces for dishes, e.g. yoghurt, quark, tinned tomatoes, passata
- Adapt meals to lower fat content, e.g. replace chips with baked potato.

All other valid points will be given credit.

Way identified [1]

Way further explained/example [1]

(3 × [2])

[6]

(c) Identify **three** common food allergies. (AO1)

- Egg
- Shellfish
- Peanut/Nut
- Wheat
- Dairy
- Soy

All other valid points will be given credit.

(3 × [1])

[3]

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3 In a large hotel a team of people carry out different roles.

(a) Describe **one** different role of the following job titles. (AO1, AO2)

Sous chef

- Assist the head chef with creating new menus/dishes
- Train commis chefs to improve work practices in the kitchen
- Take command of kitchen if head chef is absent.

Waiter

- Take customer food order and send through to kitchen
- Prepare tables for customers before and after use
- Advise customers about the content of dishes.

Receptionist

- Meet and greet customers
- Answer guest queries
- Check guests in and out of hotel efficiently
- Liaise with other department staff members.

Concierge

- Greet guests upon arrival
- Transport luggage to guest's bedroom
- Arrange tickets/transport for excursions when requested by guest.

Room attendant

- Service bedrooms for guests
- Clean public areas of hotel
- Report any damage of property.

All other valid points will be given credit.

Simple description [1]

Description with elaboration or example [1]

(5 × [2])

[10]

(b) Describe **two** personal qualities a Restaurant Manager should have. (AO1, AO2)

- Ability to work under pressure when restaurant is busy
- Friendly approach when dealing with queries
- Smart personal appearance
- Patience when dealing with staff and guests.

All other valid points will be given credit.

Simple description [1]

Description with elaboration or example [1]

(2 × [2])

[4]

(c) Training is essential in hospitality outlets to improve staff performance.

Explain **two** advantages to an employee receiving off-the-job training. (AO1, AO2)

- Receives an external qualification that will improve their job prospects
- May feel more comfortable learning in an education setting rather than in front of colleagues
- Trainer is professionally qualified therefore teaching will be to a high standard
- Trainee gets the opportunity to meet new people and network.

All other valid points will be given credit.

Advantage identified [1]

Advantage explained [1]

(2 × [2])

[4]

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4 (a) Explain the purpose of The Food Hygiene Rating Scheme 2011 (FHRS).
(AO1, AO2)

- To allow customers to make informed choices about the places where they eat from based on the outlet's hygiene standards
- Encourages a business to improve/maintain hygiene standards as ratings must be displayed on outlet premises.

All other valid points will be given credit.

Purpose identified [1]

Purpose explained [1]

(1 × [2])

[2]

(b) Explain **three** actions an employer would take to ensure the safe use of chemicals. (AO1, AO2)

- Carry out and record a full risk assessment of hazardous chemicals to identify potential dangers
- Clearly label all chemicals to avoid potential mix ups
- Ensure all chemicals are locked away to prevent use by non-designated staff
- Restrict access to chemicals to designated staff to minimise handling
- Ensure all protective equipment, e.g. safety glasses, gloves are available to reduce the risk of injury
- Employees provided with training on handling chemicals to improve knowledge and confidence.

All other valid points will be given credit.

Action identified [1]

Action explained [1]

(3 × [2])

[6]

(c) A chef received a burn on their hand when removing a dish from the oven.

Describe **two** steps that should be taken to treat this minor injury.

(AO1, AO2)

- Hold under cold water for at least 10 minutes
- Pat dry with a non-fluffy cloth
- Remove any jewellery or clothing near the burn area
- Protect the area with a sterile non-adhesive dressing.

All other valid points will be given credit.

Simple description [1]

Description with elaboration or example [1]

(2 × [2])

[4]

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5 Links between departments are important to ensure the smooth running of a hotel.

Describe **two** different ways Front Office can demonstrate links with other departments in a hotel. (AO1, AO2)

- Inform accommodation department of those bedrooms that have been vacated and are available to service in preparation for new arrivals
- Provide a report that allows the housekeeper to organise staff schedules
- Pass on guest's dietary requests to kitchen, e.g. allergy/intolerance
- Advise food and beverage service of the number of guests requiring breakfast.

All other valid points will be given credit.

Simple description [1]

Description with elaboration or example [1]

(2 × [2])

[4]

4

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6 A hotel has been upgraded from 3 star to 5 star.

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Evaluate the impact of this new status on the running of the hotel. (AO3)

Positive points:

- May attract a wider range of customers as the hotel may now cater for their specific needs
- Greater publicity for the hotel that may generate new opportunities to use facilities, e.g. public events
- Hotel now has an extensive range of products and services available making them more competitive within the hospitality market
- Potential rise in profit as room rates are increased to reflect the hotel's new star status.

Negative points:

- It may be expensive to hotel to make all the required changes, e.g. additional facilities/services/staff that may cause the hotel to go into excessive debt
- May lose customers as a result of higher room rates charges
- Some customers may not require the additional services on offer and may no longer book
- Staff may be under greater pressure to meet expectations of their employers and customers that may cause ill-feeling and reduce staff morale
- The management of the hotel may have to employ additional staff to meet demands that will be time-consuming recruiting and training new employees.

All other valid points will be given credit.

[0] is awarded for a response not worthy of credit.

Level 1 ([1]–[3])

Overall impression: Basic

Identifies and comments briefly on some relevant advantages and disadvantages of the impact of increased star rating for a hotel. Makes some comments in conclusions. Quality of written communication is basic. The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Spelling, punctuation, and grammar may be such that intended meaning is not clear.

Level 2 ([4]–[6])

Overall impression: Competent

Identifies and comments satisfactorily on some relevant advantages and disadvantages of the impact of increased star rating for a hotel. Draws some reasonable conclusions. Quality of written communication is competent. The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with clarity and coherence. There is some use of appropriate specialist vocabulary. Spelling, punctuation, and grammar are sufficiently competent to make meaning clear. If a candidate only identifies either positive or negative points they can only be awarded a mark in Level 2.

Level 3 ([7]–[9])

Overall impression: Highly Competent

Identifies and comments on a good range of advantages and disadvantages of the impact of increased star rating for a hotel are well explained. Draws valid

conclusions. Quality of written communication is highly competent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is an extensive and accurate use of appropriate specialist vocabulary. Spelling, punctuation, and grammar are of a high standard and ensure that the meaning is clear.

[9]

Total

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9

65