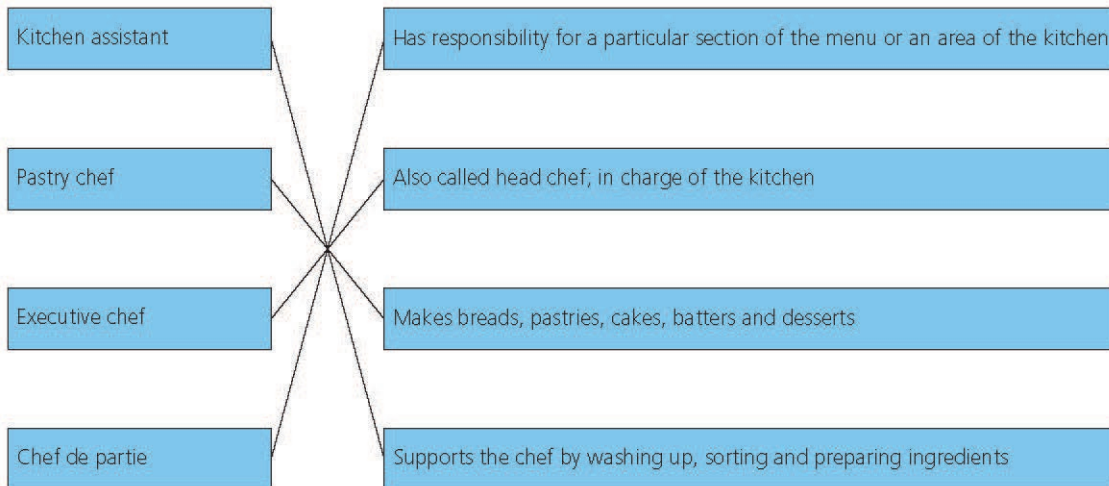
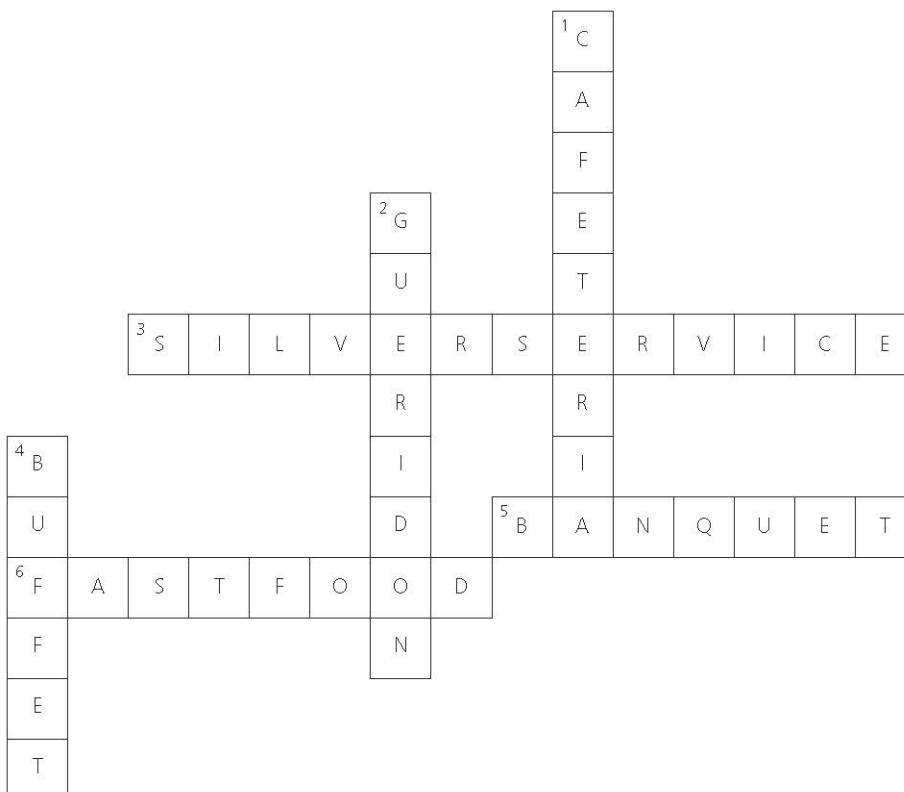


1.1 Hospitality and catering provision: Answers

1 Solution:



2 Solution:



3

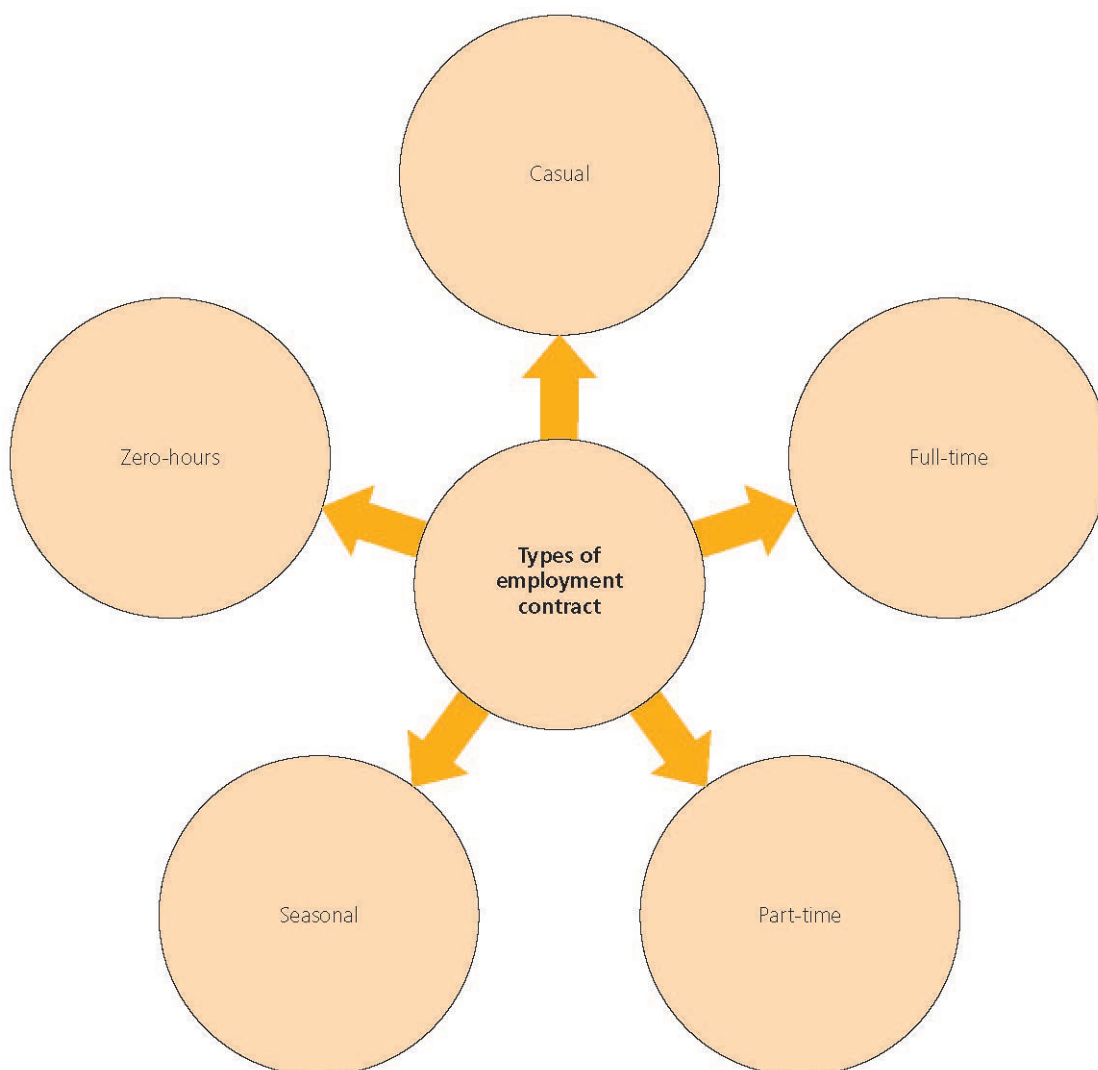
- **Labour** costs are the salaries and wages for all staff connected to the business.
- **Material** costs are the cost of things like food and drink, **consumables** such as napkins, and cleaning materials.

1.1 Hospitality and catering provision

- **Overheads** are costs that are connected to materials or labour, for example **rent**, energy, water, telephone, internet, Wi-Fi, insurance, furniture and furnishings.
- Costs can also be split into:
- **Variable** costs – costs that can change depending on the amount of business the establishment does, such as the cost of food and drink.
- **Fixed** costs – costs that are always the same, such as rent, insurance and energy.

4 d

5 Solution:



6

- **Hospitality** – Providing accommodation, food and drinks in a variety of places outside of the home
- **Catering** – Providing food and drink services to a customer

1.1 Hospitality and catering provision

- **Beverages** – A drink other than water
- **Glamping** – Costs that can change depending on the amount of business the establishment does, such as the cost of food and drink.
- **Room service** – Food ordered and delivered to your room in an establishment such as a hotel
- **Front of house** – The part of hospitality and catering businesses where employees have direct face to face contact with customers
- **Kitchen Brigade** – The team of people who work in the kitchen with each one having a clear role

7

Statement	True	False
An example of a commercial residential provider is a bed and breakfast.	✓	
An example of a commercial non-residential provider is Airbnb.		✓
A suite in a hotel has a bedroom and a bathroom only.		✓
A Michelin three stars means the standard of cuisine will be exceptional.	✓	
A chambermaid or room attendant prepares rooms for guests.	✓	
A head waiter is part of the kitchen brigade.		✓

8 Many of the jobs within the catering industry can be accessed by an **apprenticeship**. This means you **train** for a job while you are working. In some cases, you may also attend **college** on a part-time basis. Apprenticeships combine **practical** training in a job with **study**. They take between one and **five** years to complete.

As an apprentice, you will:

- earn **wages**, including holiday pay
- work with **experienced** staff
- have a **mentor** to support you
- learn new **skills** needed for the job
- study for a related **qualification** (could be day-release).

1.1 Hospitality and catering provision

9

Type of counter service	Description
cafeteria	A menu is displayed and customers walk past food counters selecting the items they want. They pay for the food before they eat it. They can then collect cutlery and condiments before they sit down to eat.
Buffet	A selection of dishes is laid out on a table or counter for a customer to help themselves. There are different styles of buffets.
Sit-down buffet	Sit-down buffet: the customer selects the food they want and then sits down to eat the meal. The tables are usually set the same as any restaurant where food is served to you.
Stand-up or fork buffet	Stand-up or fork buffet: the customer selects food and then eats it whilst standing. The food has to be carefully prepared and should be easy to eat either without cutlery or with just a fork.
Finger buffet	Finger buffet: the customer selects food and then sits down to eat it. The food is designed to be eaten without cutlery and is often small bites, such as sandwiches and canapes
Fast food	A take away service where it is possible to eat in or take away. There is usually a limited menu to allow the food to be cooked quickly. The food is served and collected from a counter

Short-answer exam-style practice questions

1 a One from:

- Poppy does not have to accept the work when it is offered.
- Poppy is entitled to the minimum wage/national living wage.

1.1 Hospitality and catering provision

b One from:

- The contract can be terminated at any time with no notice.
- No minimum hours are stated.

2 Any two from the following attributes:

- Organised: Being organised means that you are able to carry out your responsibilities in a logical and efficient way.
- Hard-working: You would need to be hard-working and demonstrate that you are able to work energetically and conscientiously.
- Punctual: You will arrive at work at the correct time or you will complete the tasks allocated to you within an allocated time frame.
- Hygienic: When providing a service to others it is essential that you have high standards of personal hygiene.
- Pleasant: Being polite and well mannered is crucial.
- Calm: Keeping calm means that you do not show any worry or anger in difficult situations.
- Friendly: This means you are kind, pleasant and helpful towards others.
- Good communicator: This skill is how well you can communicate with other people – verbally, non-verbally and in written form.
- Team player: This skill is how well you work with others within a group of people.
- Good people skills: This skill means you can communicate with others in your team or customers in an effective way.
- Willingness to learn and develop: This means you are always prepared to learn new skills or knowledge.
- Flexible: Being flexible means you are comfortable if things change – you can adapt and work with any changes to routine.

3 A business that provides accommodation as well as catering and hospitality.

4 Four from:

- Breakfast
- Evening meal
- Bar snacks
- Lunch

1.1 Hospitality and catering provision

- Room service
- Laundry
- Spa
- Gym
- Swimming pool

5 Two from:

- Install solar panels/double glazing, insulation
- Use low-energy light bulbs
- Buy energy-efficient appliances
- Turn off lights when not in use/install automatic sensors
- Use dishwashers and washing machines on full load
- Install showers instead of baths
- Ask guests to reuse towels

6 Two from:

- Print – flyers/newspapers/magazines
- Internet – social media/ websites
- Broadcast – TV/radio

7 It may have fewer customers because people may not have as much disposable income as they would if the economy were stronger.

8 Four from:

- Single
- Double
- King
- Suite
- Family room
- Ensuite bath/shower room
- Shared facilities

9 Two from:

- Prevent cross contamination

1.1 Hospitality and catering provision

- Reduce risk of food poisoning
- Enables staff to work efficiently
- Prevents back tracking and crossover of materials

10 Answers could include (1 mark for attribute, 1 mark for description):

- Being organised – means that you are able to carry out your responsibilities as a head chef in a logical and efficient way.
- Hardworking – You would need to be hardworking and demonstrate that you are able to work energetically and conscientiously to ensure your job is completed to the necessary high standards.
- Punctual – arrive at work at the correct time and complete the tasks allocated to you within an allocated time frame.
- Personal hygiene – it is essential that you have high standards of personal hygiene – your body should be clean, and your clothes or uniform should be clean and tidy.
- Keeping calm and not losing your temper – means that you do not show any worry or anger in difficult situations.
- Good communicator – communicate well with other people – verbally, non-verbally and written.
- People skills – communicate with others in your team or customers in an effective way.
- Flexibility – you are comfortable if things change – you can adapt and work with any changes to routine.

11 One AA rosette award means that food is prepared with care, understanding and skill using good quality ingredients.

12 Three from:

- Eggs
- Bacon
- Sausages
- Hash browns
- Baked beans
- Tomatoes
- Black pudding

1.1 Hospitality and catering provision

- Mushrooms
- Toast
- Tea
- Coffee

13 Answers could include: spa, gym, swimming pool

14 Three from:

- Fewer staff needed
- A wide range of products can be sold
- Products stocked can be changed according to what is popular
- Food is available day and night
- Customers can see what food and drink is available
- Food is packaged so reduces risk of contamination
- Quick to use

Long-answer exam-style practice questions

1 A sample answer to this question is discussed in the main text.

2

Type of personal service	Description
Tray or trolley	This is where food and drink are served to you on a tray. Trays are used on airlines, in hospitals or in room service at a hotel. Sometimes the food is served from a trolley. Trolleys are used on trains, aeroplanes and in offices.
A vending machine	has a glass front and within it drinks and snacks are stored. You can select and pay for what you want and take it away with you to consume.
Home Delivery	A large number of catering establishments offer home delivery within a certain radius. There are two ways of doing this. You can contact the establishment directly and order food to be delivered, or contact a company such as just eat or Deliveroo and they will

1.1 Hospitality and catering provision

	deliver to your door. These companies are usually accessed on line or by an app.
Takeaway restaurants	The restaurant will take an order via telephone, internet or in person and deliver the food to the customer's home. Examples include Chinese, Indian and Italian takeaways. Customers can also order at the takeaway and then take the food away to eat it

3 The following points will need to be included as part of your answer:

- Computers and computer systems are needed to run most businesses. All information can be stored and updated electronically. Orders can be taken electronically on tablets and sent directly to the kitchen.
- Booking of rooms, restaurants and meals can be done online.
- Mobile phones can be used as door keys in hotels, using an app on the phone instead of magnetic cards.
- Interviews or meetings, for example with clients or suppliers, can be held online using software such as Google Hangouts, Microsoft Teams or Zoom.
- Recruiting and interviewing can be done online, reducing the need to travel to an interview and taking up less time.

4 The following points will need to be included as part of your answer:

- A business always needs to be aware of its competition.
- Monitoring the competition regularly is crucial – visiting a competitor as a customer, checking its website, reading comments on sites such as Tripadvisor so you can ensure you are offering competitive prices, deals and discounts.
- Reviewing the competition enables you to evaluate your own business, ensuring you are giving value for money and high-quality service.
- Looking at competitors allows you to gain a competitive advantage – this is a distinguishing feature you have that can give you an advantage over your competitors, for example, a star chef; a fast, reliable home delivery service; an original menu; using high-quality organic products; or offering a wide selection of vegan choices.
- Check whether to update your products and services to compete with others.
- The business should be re-evaluated regularly; if pricing becomes an issue, re-evaluate the USP (unique selling point).

1.1 Hospitality and catering provision

5 Four from:

Type of table service	Description
Plate service	The meal is plated up in the kitchen and brought to the customer's table by waiting staff.
Family style	The dishes are put on the table with serving spoons and the customers help themselves.
Silver service	A waiter uses a spoon and fork held in one hand to transfer the food from the serving dish to the customer's plate. Full silver service is where all the food is served this way.
Gueridon (trolley or movable service)	Food is served from a side table or trolley. Sometimes the customer's food is cooked at the table, usually for dramatic effect, for example flambéed steaks and crêpes.
Banquet	Banquets are formal sit-down meals usually involving a large number of people, often for a special event such as a wedding.

6 You will need to include some of the following points as part of your answer.

The head or executive chef is in charge of the kitchen. They are responsible for the following:

- menu planning
- food production
- ordering food from suppliers
- costing dishes
- managing stock
- kitchen hygiene
- planning staff rotas
- recruiting and training staff.

1.1 Hospitality and catering provision

- 7 You will need to make the following points about the different types of contract:

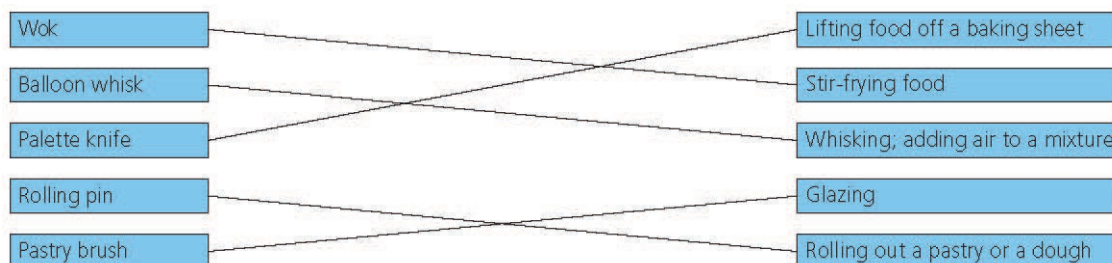
Type of contract	How it works
Casual	This is usually covering for a sick colleague or working at times when there is more demand. Casual workers are entitled to sick pay and holiday pay based on the hours worked.
Full-time permanent (temporary)	Working days and hours are specified; workers are entitled to sick pay and holiday pay. If you are employed on a full-time temporary basis then your contract would be for a fixed time, e.g. six months.
Seasonal	Seasonal work is temporary work that usually occurs during a business's busiest time; in hospitality and catering this is likely to be during holiday periods.
Zero-hours contract	A contract between an employer and a worker in which no minimum hours are given and the worker does not have to accept the work when it is offered; workers are entitled to the minimum wage and holiday pay. A zero-hours contract can be terminated at any time with no notice.

1.2 How hospitality and catering provisions operate

1.2 How hospitality and catering provisions operate: Answers

Recall activities

1 Solution:



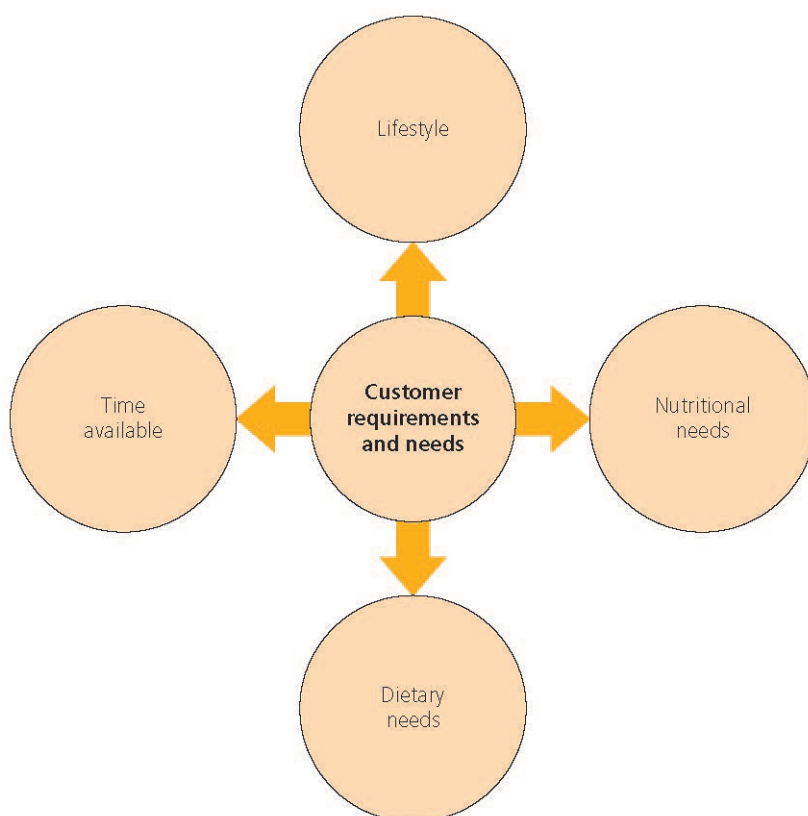
2

Act of legislation	How this legislation protects people
The Consumer Protection Act 1987	This gives you the right to claim compensation against the producer of a defective product if it has caused damage, death or personal injury.
The Consumer Rights Act 2015	This act states that all products must be: <ul style="list-style-type: none">• of satisfactory quality• fit for purpose• as described.
The UK General Data Protection Regulations	States that when you buy goods and services, stay at a hotel or sometimes even just visit a website, the organisations you deal with may collect information and data about you, such as your name, address and date of birth. Under GDPR rules, businesses must have a customer's consent to store this information, use it for marketing purposes or share it with other businesses.
The Equality	This act protects customers from direct discrimination on the basis of:

1.2 How hospitality and catering provisions operate

Act 2010	<ul style="list-style-type: none">• age• disability• gender reassignment• pregnancy, maternity and breastfeeding• race – this includes ethnic or national origins, colour and nationality• religion or belief• sex and sexual orientation.
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3 Solution:

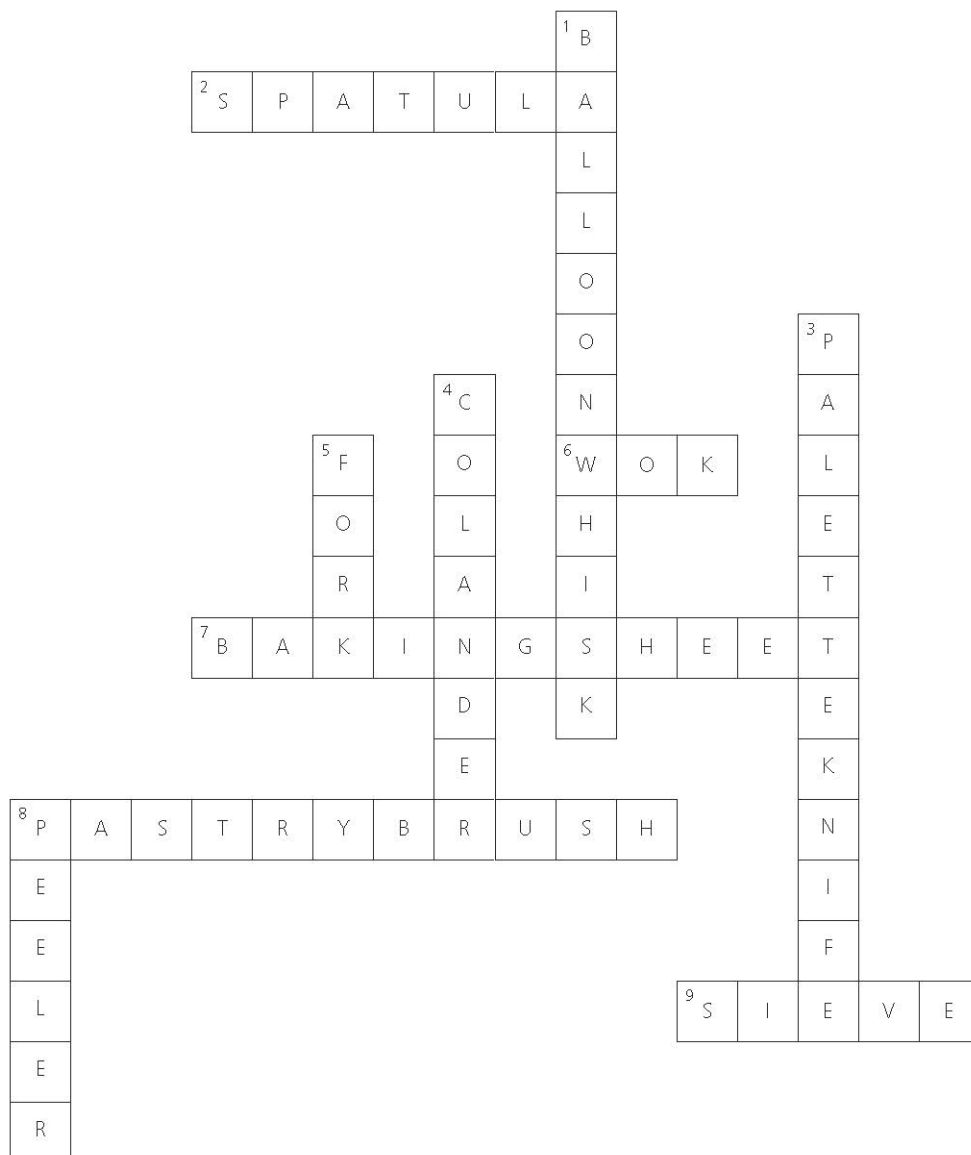


4

Food preparation	4
Dishing up and service	6
Receipt of goods	1
Storing goods	3
Checking and weighing goods	2
Cooking	5

1.2 How hospitality and catering provisions operate

5 Solution:



6 Answers include: Reception, lounge, bar, restaurant/dining area, toilets and cloakroom

7 Answers include: Detergents, disinfectants, sanitisers, antibacterial handwash and gel, paper towels, kitchen cloths, bin liners

8

Key term	Definition
workflow	The flow of food and drinks from the kitchen to the customer
Stock rotation	The practice of using the product with the shortest shelf life before using a similar one with a longer

1.2 How hospitality and catering provisions operate

	shelf life
stock	All materials, ingredients and equipment used
FIFO	First in first out policy used to ensure older stock gets used up first
invoice	Bill sent to someone for goods or services they have received
Dress code	A set of rules specifying the type of clothing to be worn
Dietary needs	the requirements of a specific or restricted diet

- 9
1. Meet and greet customer, show them to their table
 2. Take drinks and food order
 3. Serve meal
 4. Clear table, offer desserts, coffee
 5. Serve desserts/coffee
 6. Clear table, issue bill
 7. Reset table for next customer

Short-answer exam-style practice questions

- 1 A wet bain-marie keeps food warm by wet heat: a food pan is placed in hot water, which is gently heated to a set temperature.
- 2 A toque is the traditional tall, white, pleated chef's hat.
- 3 Two from:
 - Plasters
 - Dressings
 - Bandages
 - Eyewash
 - Antiseptic wipes

1.2 How hospitality and catering provisions operate

4 Two from:

- May want a fridge
- Option to eat in
- Self-catering
- The price of the food
- Whether different dietary needs are catered for

5 Four from:

- Aprons
- Tabards
- Disposable gloves
- Face masks
- Oven gloves
- Cling film
- Foil parchment paper

6

Statement	True	False
The front of house covers reception and counter service.	✓	
Good kitchen workflow helps with efficiency.	✓	
FIFO is a system to ensure new stock is used first.		✓
All materials, ingredients and equipment used in a catering kitchen are referred to as stock.	✓	

- 7
- a Deep fat fryer
 - b Hot water urn
 - c Convection oven
 - d Standing bain-marie

1.2 How hospitality and catering provisions operate

8 Four from:

- Offer help with carrying drinks or trays if the service is self-service or carvery style
- Allow extra room for people in wheelchairs to move to and from their tables
- Provide accessible lifts or ramps to allow customers to access all parts of a building
- Accessible bathroom facilities, for example a walk-in shower
- Accessible toilet facilities on the same floor as the restaurant
- Provide a ramp instead of steps
- Parking areas for people with disabilities
- Wider entrances and exits, doors and gates

9 A sample answer to this question is discussed in the main text.

10

Piece of Equipment	What it is used for
Floor standing mixer	To mix/ whisk/knead large quantities of mixtures such as doughs, batters or cakes quickly.
Steamer	Used to cook large quantities of food such as vegetables on shelves. The food is cooked gently using very little water to produce steam.
Hot plate/pass	It is where the service staff take the prepared food from the kitchen to the customer. The food to be taken to the customer is usually placed on the hot plate and will warm through and keep warm.
Glass chiller	A glass chiller is where glasses can be stored. When stored in the glass chiller the glasses stay cold and keeps drinks cool in hot temperatures. Glass chillers will also sanitise glasses in a very short period of time.

1.2 How hospitality and catering provisions operate

11 Answers might include:

- Trend: Continued use and development of technology
Explanation: Use of technology and smart phones to book and order services, use of social media for information and communication, ordering food online for delivery
- Trend: Increased awareness of environmental issues
Explanation: customers are interested in food provenance (where the food comes from) and in establishments' food waste policies
- Trend: increase in the numbers of vegetarians and vegans
Explanation: subsequent increase in the number of restaurants catering for them
- Trend: Greater interest in healthy food choices/improving diet
Explanation: menus offering healthier options, reliable allergy information and a variety of choices for people with food intolerances (for example to gluten and dairy).

Long-answer exam-style practice questions

1 A sample answer to this question is discussed in the main text.

2

Type of customer	Possible customer needs for accommodation
Budget travellers	May be happy to share facilities and a room. They would need only a basic room to sleep in to keep costs down.
Business people	An executive room which will usually be large and have a desk to be able to work from
Families	A large room with enough sleeping space for everyone, or rooms with connecting doors. They may prefer a property with a kitchen, lounge and bedrooms which will allow them more flexibility, particularly in poor weather.
Tourists travelling for leisure	A room with a comfortable seating, a fridge or mini bar. They may wish to be in one area so may prefer a property with a kitchen, lounge and bedrooms.

1.2 How hospitality and catering provisions operate

3 The answer should address the following points.

There are four acts that protect customers.

The **Consumer Protection Act 1987** gives you the right to claim compensation against the producer of a defective product if it has caused damage, death or personal injury. Manufacturers are legally obliged to put certain information on products (such as health and safety messages on equipment) that may be used by customers when eating out or staying in accommodation.

The **Consumer Rights Act 2015** states that all products must be:

- of satisfactory quality – goods shouldn't be faulty or damaged when you receive them
- fit for purpose – goods should be fit for the purpose they are supplied for
- as described – the goods supplied must match any description given to you.

This legislation should ensure that a meal ordered matches the description given, or that a room booked is fit for purpose, for example hot water is available in the bathroom.

The **General Data Protection Regulation (GDPR) 2016** states that when you buy goods and services, stay at a hotel or sometimes even just visit a website, the organisations you deal with may collect information and data about you, such as your name, address and date of birth. Under GDPR rules, businesses must have a customer's consent to store this information, use it for marketing purposes or share it with other businesses.

The **Equality Act 2010** protects customers from direct discrimination on the basis of:

- age
- disability
- gender reassignment
- pregnancy, maternity and breastfeeding
- race – this includes ethnic or national origins, colour and nationality
- religion or belief
- marriage or civil partnership
- sex and sexual orientation.

1.2 How hospitality and catering provisions operate

4 The following points will need to be included as part of your answer:

- Ensure all walkways are clear
- Keep hot jugs etc. to the back of tables
- Put up warning signs, e.g. hot plates, keeping doorways clear
- Clean up any spills
- Make sure there is plenty of space between tables
- Provide toilet facilities on the ground floor
- Install ramps/lifts

5 The following points will need to be included as part of your answer:

- A jacket with long sleeves, usually double-breasted, made from cotton to help the chef stay cool while still protecting them from heat, burns and scalds
- Trousers, which should be loose fitting for comfort and made from cotton to keep the chef cool; loose-fitting trousers can be removed easily if hot liquids are spilled on them
- Apron – this is worn around the waist, over the trousers, as added protection
- Hat – called a toque, which is worn to prevent hair from falling into food; hair should also be tied back
- Neckties – these used to be worn to prevent sweat from dripping into food, but are not worn as often now due to improved ventilation in kitchens
- Safety shoes with steel toecaps to protect the chef's feet if anything is dropped or spilled

6 The following points will need to be included as part of your answer:

Businesses need to take into account the lifestyles of different groups of people, for instance their disposable income, if they travel and eat out or stay overnight as part of their work.

The nutritional needs of a customer should be considered carefully when planning a menu. A chef should take into consideration that everyone needs the following:

- protein – for growth, repair and general maintenance of the body
- carbohydrates – the main energy source for the body
- fats – an important source of energy and insulate the body
- vitamins – responsible for controlling many chemical reactions in the body
- minerals – control many chemical processes and maintain the fluid balance in the body
- fibre – needed to help the body get rid of waste (faeces).

1.2 How hospitality and catering provisions operate

Customers have a wide range of dietary needs, which hospitality and catering establishments have to take into consideration. Examples are food allergies, for instance to nuts, food intolerances such as lactose intolerance or gluten intolerance, and customers who are vegetarian or vegan.

Customers may have limited time – for example, they may be at work and only have a half-hour meal break.

7 Your answer should include four of the following:

- Large conventional oven – used to cook large quantities of the same food, which can be cooked quickly and evenly.
- Glass chiller – used for storing glasses.
- Floor-standing food mixer – used to mix large quantities of dough, batter or cake mixes quickly.
- Deep fat fryer – used to deep fry foods such as chips, fish, churros and doughnuts.
- Hot water urn – used to boil large quantities of water.
- Walk-in fridge-freezer – large quantities of food can be kept chilled or frozen at any one time. They keep high-risk foods, such as meat and dairy products, chilled between 1 and 5°C and frozen foods at –18°C or below.
- Standing bain-marie – keeps cooked food warm and ready to eat. It is a gentle way of keeping food warm, so the food does not dry out.
- Steamer – cooks food gently with very little water, so foods such as vegetables and fish keep their colour and texture. A steam oven is designed to cook large quantities of food, such as vegetables, on shelves.
- Pass-through dishwasher and glass washer – cleans dirty plates and glasses.
- Hotplate or pass – where the service staff take the prepared food from the kitchen to the customer. The food to be taken to the customer is usually placed on the hotplate and will warm through and keep warm.

1.3 Health and safety in hospitality and catering

1.3 Health and safety in hospitality and catering: Answers

Recall activities

1

Act of legislation	How this legislation protects people	Summary of act
Control of Substances Hazardous to Health Regulations 2002 (COSHH)	<p>Covers substances that are hazardous to health, for example chemicals, fumes, vapours and gases.</p> <p>An employer should ensure that employee use of and exposure to these substances is kept to a minimum, and they are trained to use these substances.</p>	<p>This act includes substances hazardous to health.</p> <p>Exposure to these substances should be kept to a minimum and training given to employees.</p>
Health and Safety at Work etc. Act 1974	<p>Employers are responsible for providing a safe workplace that will not cause illness or harm to their employees.</p> <p>Employees must ensure that they:</p> <ul style="list-style-type: none">• work in a safe way and don't put themselves or others in danger• report anything that is a health and safety risk, or something that could be a risk.	

1.3 Health and safety in hospitality and catering

Manual Handling Operations Regulations 1992	These regulations protect employees from injury or accident when they are lifting or moving heavy equipment or awkwardly shaped items.	
Personal Protective Equipment at Work Regulations (PPER) 1992	Personal protective equipment (PPE) is clothing or equipment designed to protect the wearer from injury . These regulations require employers to provide suitable high-quality protective clothing and equipment to employees who may be exposed to a risk to their health and safety while at work.	
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013	As part of the Health and Safety at Work etc. Act 1974 (see above), these regulations require employers to report certain workplace accidents to the Health and Safety Executive (HSE).	

2 a

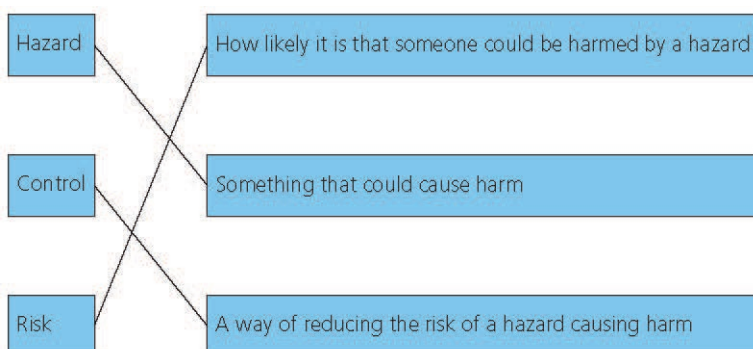
- The employer is responsible for checking equipment to make sure it will not cause harm to employees.
- The employer would have completed a risk assessment for this cutting activity, to help to prevent accidents.
- The knife will need to be sharp and strong, with no defects.
- The butcher will have been trained in how to cut meat accurately and safely.

1.3 Health and safety in hospitality and catering

b

- The butcher should be provided with a special (reinforced) glove to protect their hands when using sharp knives, to avoid cuts.
- The butcher should be provided with white overalls to wear at work. This keeps their own clothing clean as well as preventing bacteria from their personal clothes from contaminating the meat.
- Waterproof aprons may also be worn by butchers to keep the clothing underneath dry.

3 Solution:



4

Statement	True	False
Always keep your back straight.	✓	
Keep your knees straight and use the strength from your back.		✓
Always reach forwards.		✓
Keep the item as far away from your body as possible.		✓
Use protective clothing if there are sharp edges on boxes or cartons.	✓	
Never attempt to carry items that are too heavy – always get help.	✓	

5



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1.3 Health and safety in hospitality and catering

A health and safety policy statement is a **written** statement by an employer of its commitment to health and **safety** for its employees and the **public**.

Personal protective equipment (PPE) is clothing or **equipment** designed to protect the wearer from **injury**.

Health and Safety Executive (HSE) is a UK **government** agency responsible for the **enforcement** and regulation of workplace, health, safety and **welfare**.

7

Step	Place the statements in the correct order
1	Decide who might be harmed and how
2	Evaluate the risks and decide on the controls needed
3	Record the findings and implement them
4	Review the assessment and update if necessary

8 It is possible to **calculate** whether a level of risk is high, medium or **low**. To do this, the severity of the **hazard** and the likelihood of it happening are given a score on a **scale** of 1-5. These figures can then be **multiplied** together to give a level of **risk**. The overall aim is to remove or reduce the risk to an acceptable level, as close to 1 as **possible**.

9

(Low) risk 8	(Medium) risk 8 - 14	(High) risk 15- 25
Continue to review regularly to ensure controls remain effective .	Continue but implement extra controls where possible and monitor regularly .	Stop the activity! Identify new controls Activity must not proceed until risks are reduced to a low or medium level.

1.3 Health and safety in hospitality and catering

10

Statement	True	False
If the HSE is investigating an accident, it will want to see a record of it.	✓	
It is optional for a business to have an accident book.		✓
An accident record form should include the date, time and location.		✓
An accident record form must include the treatment given.		✓
It is not necessary to explain how to prevent such an accident happening again.	✓	
If the HSE is investigating an accident, it will want to see a record of it.	✓	

Short-answer exam-style practice questions

- 1 A risk assessment is a way of identifying things that could cause harm to people in the workplace.
- 2
 - a Physical hazard: any one from fragments of glass or plastic.
 - b Chemical hazard: for example, cleaning chemicals.
- 3 Two from:
 - Moisture
 - Food
 - Warmth
 - Time
- 4 Two from:
 - Temperatures of fridges and freezers
 - Temperature of foods
 - Cleaning schedules
 - Staff training

1.3 Health and safety in hospitality and catering

- Delivery records
- Names and addresses of suppliers

5 The five steps are as follows:

- a Identify the hazard.
- b Decide who might be harmed and how.
- c Evaluate the risks and decide on the controls (precautions).
- d Record the findings and implement them.
- e Review the assessment regularly and update it if necessary.

6 Two from:

- Details of the accident/injury
- Date, time and location
- How it happened
- What caused it
- What treatment was given
- What has been done to prevent such an accident happening again

7 Two from:

- Chemicals
- Fumes
- Dusts
- Vapours
- Gases from cookers

8 A written statement by an employer of its commitment to health and safety for its employees or the public.

9 This system identifies the critical points in the process of food production and recognises the hazards that could occur. It considers at what stage something could go wrong, and when, where and how it could go wrong.

Controls are then put in place to reduce or eliminate the risk. Checks must be in place to make sure this happens all the time to ensure food is safe to eat. Every stage of food production is carefully looked at during a risk assessment to identify what the hazards are and how they could occur, then controls are put in place to prevent them from becoming actual hazards.

1.3 Health and safety in hospitality and catering

10 A sample answer to this question is discussed in the main text.

11

1	Health hazard
2	Corrosive
3	Acute toxicity
4	Flammable
5	Explosive
6	Hazardous to the environment

12 Four from:

- They are aware of all hazards/ dangers/ prevention of accidents
- They know what should be reported and how
- They can avoid accidents and any financial implications of accidents e.g. being off work for long periods of time
- Prevention of accidents/ food poisoning/ stress/ work related illnesses
- Protects staff, makes sure they are safe

13

Details of the accident	Zara has slipped and has sprained her ankle (1 mark)
What caused the accident	Spillage/wet surface/slippery surface/water on floor (1 mark)
How could the accident have been prevented	Two from: Clear up spillage straight away/use wet floor signs to warn/correct training for all staff on what to do if there is a spillage/more vigilant of the area (maximum of 2 marks)
What further action should be taken	Two from: Storage of liquids correctly/check footwear/check risk assessment/log any first aid that was given (maximum of 2 marks)

1.3 Health and safety in hospitality and catering

14 Any two from the following, no marks for any repeated answers.

Risks to employees	Risks to suppliers	Risks to customers
<ul style="list-style-type: none">• Stress• Fatigue• Using equipment• Trip hazards• Food and drink spillages• Using hazardous chemicals• Inadequate clothing worn• Using electrical appliances• Moving and lifting objects• Fire and explosion• Bullying and harassment• Injuries• Inadequate lighting• Inadequate ventilation• Inadequate signage• Theft• Assault• Undesirable people on the premises• Terrorist attack• Burglary• Fraud• Vandalism• Arson	<ul style="list-style-type: none">• Using equipment• Trip hazards• Food and drink spillages• Inadequate clothing worn• Moving and lifting objects• Fire and explosion• Injuries• Inadequate lighting• Inadequate signage• Fraud• Theft	<ul style="list-style-type: none">• Food poisoning• Food allergies• Trip hazards• Food and drink spillages• Fire and explosion• Theft• Assault• Undesirable people on the premises• Terrorist attack• Burglary• Arson

15 Two from:

- Check fridges, freezers and chilled display units are working/at the correct temperature
- Equipment such as ovens are working
- Staff are fit to work and are wearing clean clothes

1.3 Health and safety in hospitality and catering

- Food preparation areas are clean and disinfected, where appropriate e.g. work surfaces, equipment and utensils
- There are plenty of handwashing and cleaning materials available e.g. soap, towels, clothes

16 Two from:

- No food is left out, it should be thrown away/stored correctly
- Food past its use by date has been thrown away
- Dirty cloths have been removed for cleaning and replaced with clean ones
- Waste has been removed and new bags put in the bin

17 A critical limit is the maximum or minimum tolerance to which a physical, chemical, biological hazard or allergenic must be controlled at each critical control point. This will prevent, eliminate or reduce a hazard to an acceptable level.

18 Due diligence is the reasonable precautions taken to ensure that a business complies with the law.

Long-answer exam-style practice questions

1 A sample answer to this question is discussed in the main text.

2 The health and security risks to be discussed should include:

- Food poisoning
- Food allergies
- Trip hazards
- Food and drink spillages
- Fire and explosion
- Assault
- Undesirable people on the premises, e.g. terrorist attack, burglary, arson

3 The following control methods should be discussed:

- Use reliable and trustworthy suppliers
- No food to be kept after its use-by date
- Cool food quickly
- Store cooked foods above raw foods in the fridge
- Cook food to 75°C

1.3 Health and safety in hospitality and catering

- Clean work surfaces before use
- Store frozen food at -18°C or below
- Check delivery vehicles are clean
- Make sure that food is transported at the correct temperatures
- Check that chilled storage is ideally between 0°C to below 5°C
- Avoid touching food with bare hands – use gloves or tongs
- Use colour-coded equipment when preparing food, to avoid cross-contamination
-

4 The following opening and closing checks should be discussed.

Opening checks:

- Fridges, chilled display equipment and freezers are working
- Other equipment, e.g. oven, is working properly
- Staff are fit for work and wearing clean work clothes
- Food preparation areas are clean and disinfected, e.g. work surfaces, equipment, utensils
- There are plenty of handwashing and cleaning materials, e.g. soap, paper towels, cloths

Closing checks:

- No food is left out
- Food past its use-by date is disposed of
- Dirty cloths have been removed for washing and replaced with clean ones
- Waste has been removed and new bags put in bins

5 The following aspects of the COSHH Regulations should be included:

The COSHH Regulations cover substances that are hazardous to health. For example:

- chemicals, for example cleaning materials
- fumes from machinery and cooking processes
- dusts, for example from icing sugar or flour
- vapours from cleaning chemicals, for example oven cleaner
- gases from cookers.

1.3 Health and safety in hospitality and catering

Any substances hazardous to health must be:

- stored, handled and disposed of according to COSHH Regulations
- identified on the packaging or container
- shown in writing and given a risk rating
- labelled as toxic, harmful, irritant, corrosive, explosive or oxidising.

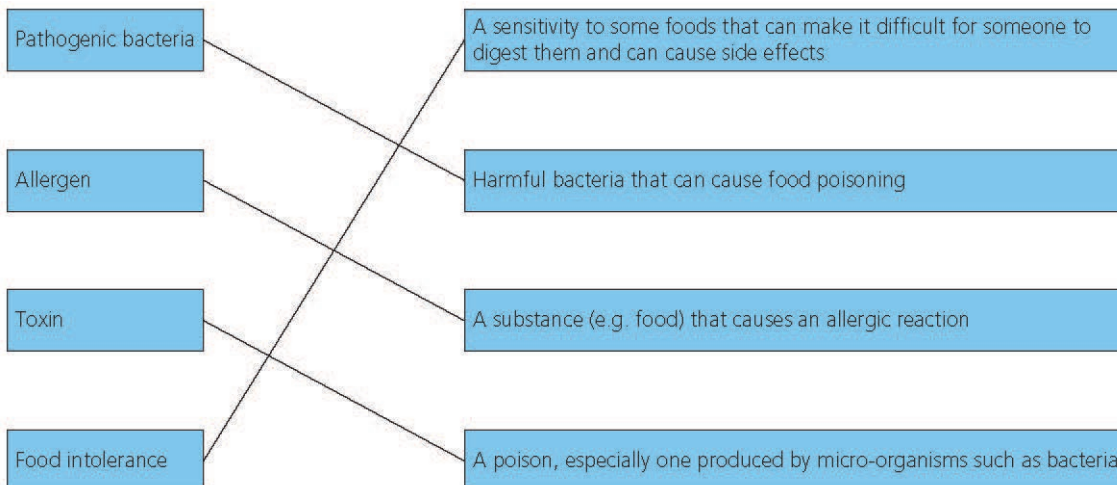
An employer should ensure that employee use of and exposure to these substances is kept to a minimum. An employee should ensure that they are trained in the use of these substances. They should take note of the international symbols that are used to identify the different types of substances and how they can cause harm.

1.4 Food safety in hospitality and catering

1.4 Food safety in hospitality and catering: Answers

Recall activities

1 Solution:



2

Visible symptoms of food-induced ill health	Non-visible symptoms of food-induced ill health
Anaphylactic shock	Constipation
Bloating	Feeling sick
Breathing difficulties	Painful joints
Diarrhoea	Stomach ache
Facial swelling	Weakness
Sweating skin	Wind/flatulence

3

Statement	True	False
The EHO may collect samples of food and take them away for testing.	✓	
The EHO is not allowed to take photographs.		✓

1.4 Food safety in hospitality and catering

The EHO often follows up customer complaints.	✓	
The EHO is allowed to visit each premises only once every six months.		✓
The EHO will start an investigation to find out if an illness was caused by food at a premises.	✓	
The EHO will try to find out which bacteria caused the food poisoning.	✓	
The EHO gives advice on how to store, prepare and cook food to avoid food poisoning.	✓	
Some smaller food businesses (e.g. burger vans) are not inspected by EHOs.		✓
The EHO is not allowed to give evidence in court if food safety laws have been broken.		✓
Evidence gathered by EHOs may include emails, photographs and records of conversations.	✓	
The EHO writes a report to tell business owners what enforcement action (if any) is needed.	✓	

4

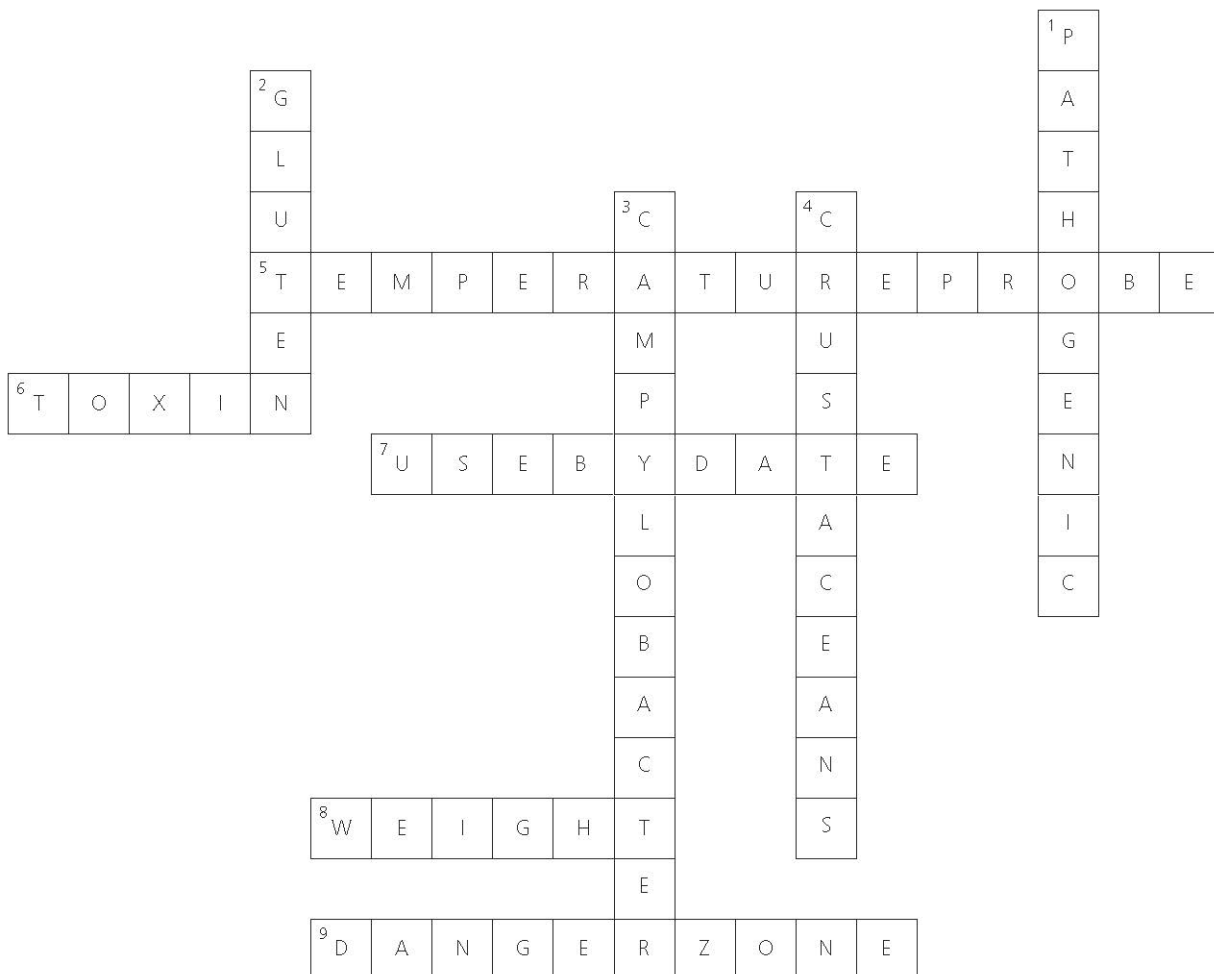
Food-related cause of ill health	Information
Allergies	If we eat a food we are allergic to, our body reacts to it. This reaction can be very mild or very serious – sometimes so serious it can cause death. Substances (including foods) that cause allergies are known as allergens .
Food intolerance	If we eat a food our body finds difficult to digest, this can cause our body to have an unpleasant reaction.
Bacteria	If the food we eat contains harmful bacteria, it can make us ill .
Chemicals	If the food we eat contains harmful chemicals, these can make us ill.

1.4 Food safety in hospitality and catering

5

Statement	True	False
Unwashed hands can contaminate food.	✓	
A food allergy is when a person's body reacts in a negative way to a food they have eaten.	✓	
Lupin flour is made from wheat.		✓
Scallops and oysters are examples of crustaceans.		✓
Lactose is a sugar found naturally in cereals.		✓

6 Solution:



1.4 Food safety in hospitality and catering

7

Name of food allergen	Examples of food containing this allergen
Cereals containing gluten	Wheat, rye, oats, barley
Crustaceans	Crab, lobster
Dairy products	Cheese, yoghurt, cream
Eggs	Omelettes, quiche, cakes
Fish	Salmon, mackerel, haddock, cod
Fruit and vegetables	Strawberries, kiwi, beetroot, carrot
Lupin	Baked products
Molluscs	Scallops, oysters
Mustard	Wholegrain mustard, Dijon mustard, English mustard, salad dressings and sauces
Nuts	Including; walnuts, hazelnuts and cashews
Peanuts	Salted peanuts, peanut butter, cakes and biscuits
Sesame seeds	On baked products such as bread and sushi
Soya	Soya beans, replacement meat products, dairy replacements
Sulphur dioxide	Dried fruit, fruit juices, wine
Wheat	Bread, cakes, biscuits

8

Name of pathogenic bacteria	Source - where do these bacteria come from?
Listeria	Ready meals Untreated dairy products
Bacillus cereus	Cooked rice and pasta dishes Meat and vegetable dishes

1.4 Food safety in hospitality and catering

Staphylococcus aureus	People – these bacteria can live on the skin Untreated milk
Campylobacter	Raw meat and poultry Milk and milk products
E. coli	Raw and undercooked meats Untreated milk
Salmonella	Eggs (except British Lion mark) Poultry
Clostridium perfringens	Raw meat Soil from root vegetables

Short-answer exam-style practice questions

1 a Two from:

- Bacillus cereus
- Campylobacter
- Clostridium perfringens
- E.coli
- Listeria
- Salmonella
- Staphylococcus aureus

Allow any other correct food poisoning bacteria.

b Two from:

- Warmth
- Moisture
- Food
- Time
- Neutral pH
- Foods high in protein

Do not allow heat or oxygen: too much heat destroys bacteria; not all bacteria require oxygen.

1.4 Food safety in hospitality and catering

2 a Allow any ingredient that contains wheat, rye, oats or barley.

Do not allow vague answers such as flour.

b One mark each for any three of the following:

- A food intolerance is when certain foods may produce unpleasant side effects such as bloating and other digestive problems.
- A food intolerance can cause someone to feel unwell after eating certain foods
- Food intolerances may cause, diarrhoea, bloating, flatulence/wind, headaches, feeling tired, constipation, joint pain and/or rashes
- A food intolerance is when your body is not able to digest a certain food or ingredient.

c Any two foods from; gluten, lactose, aspartame, histamine, caffeine, sulphites, salicylates, monosodium glutamate (MSG)

3 Three from:

- Bloating
- Breathing difficulties
- Chills
- Diarrhoea
- Facial swelling
- Pale skin
- Sweating skin
- Rash
- Vomiting
- Weight loss
- Constipation
- Feeling sick
- Painful joints
- Stomach ache
- Weakness
- Wind/flatulence

1.4 Food safety in hospitality and catering

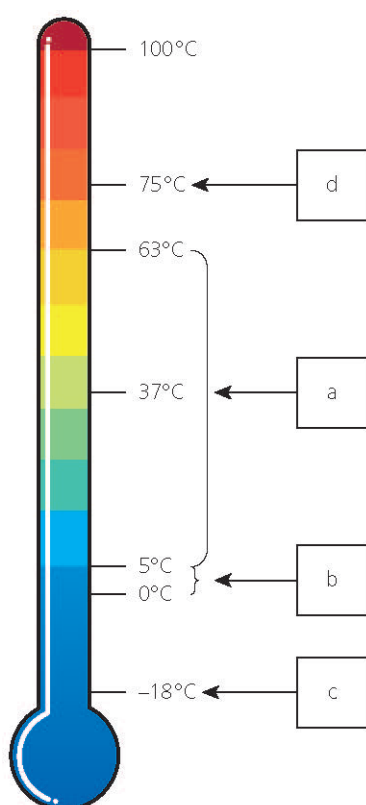
- 4 **Visible symptoms:** two from bloating, breathing difficulties, chills, diarrhoea, facial swelling, pale skin, sweating skin, rash, vomiting, weight loss.

Non-visible symptoms: two from constipation, feeling sick, painful joints, stomach ache, weakness, wind/flatulence.

5

Physical source	Chemical source
Waterproof plaster	Insecticide
Hair	Cleaning fluid

6 Solution:



- a Temperature danger zone = 5°C to 63°C
- b Fridge temperature = 0°C to below 5°C
- c Freezer temperature = -18°C (or below)
- d Safe temperature for reheating food = 75°C (or above)

7 a Two from:

- Bacteria have no time to grow
- To keep food out of the temperature danger zone
- To keep food above 63°C

1.4 Food safety in hospitality and catering

- Bacteria cannot multiply above 63°C
- The heat will destroy most bacteria

b Two from:

- Utensils should be clean so that they do not pass on bacteria by cross-contamination
- To prevent contamination of food with potential allergens
- To prevent the physical contamination of food

Further information is included in the sample answer in the main text.

8 The government worker is an Environmental Health Officer (EHO) (this part of the answer is worth 1 mark).

The second part of the answer could list any three checks that cover food being prepared, cooked and stored correctly. In addition, any checks of the premises to make sure it is fit for purpose (this part of the answer is worth 3 marks).

Answers may also refer to:

- collecting evidence, e.g. photographs, food samples, interviews
- inspecting the food safety management system.

9 Any two from:

- To reduce hand contact with surfaces in the kitchen
- To stop bacteria from the taps being transferred onto food
- To reduce the spread of micro-organisms from the taps onto other surfaces and food
- To reduce the spread of allergens from the taps onto other surfaces and food
- To keep the hands clean

‘To reduce cross contamination’ is given in the question and so would not gain any marks.

Long-answer exam-style practice questions

1 A sample answer to this question is discussed in the main text.

2 The answer should cover five of the following responsibilities using full sentences:

- Collecting evidence including samples for testing, photographs and interviews – the EHO may collect samples of food and take them away for testing

1.4 Food safety in hospitality and catering

- Enforcing environmental health laws following complaints – during a routine visit, the EHO will say what needs to be done to reach the required standard
- Following up outbreaks of food poisoning – the EHO will start an investigation to check if the illness was caused by food at the premises
- Inspecting businesses for food safety standards – all food premises in the UK are regularly inspected by EHOs
- Giving evidence in prosecutions – the EHO may need to give evidence in court if food safety laws have been broken
- Maintaining evidence – the EHO needs to keep evidence such as inspection notes, photographs and food samples safe
- Submitting reports – the EHO writes reports about their inspections, for example telling the business manager what needs to be done to improve food safety standards

3 Any four visible and any four non-visible signs and symptoms from the following lists:

Visible signs and symptoms	Non-visible signs and symptoms
Anaphylactic shock	Constipation
Bloating	Feeling sick
Breathing difficulties	Painful joints
Chills	Stomach ache
Diarrhoea	Weakness
Facial swelling	Wind/flatulence
Pale or sweating skin	
Rash	
Vomiting	
Weight loss	

4 **a** and **b** Include the following information for Changes 1 and 2:

- The cooked and raw prawns should be packed and stored separately to avoid contamination from raw to high-risk foods.

Change needed: Avoid cross-contamination by storing all raw and cooked food separately in airtight, leak-proof containers.

1.4 Food safety in hospitality and catering

- The van should always be clean, both inside and out.

Change needed: The van should have scheduled cleaning planned; this should be carried out on time and be recorded, to avoid cross-contamination.

c The differences between 'best before' and 'use by' dates are as follows:

- Best-before dates are usually given on foods that keep for longer, such as dried or canned foods, biscuits or breakfast cereals.
 - Foods should be eaten before the best-before date for quality reasons.
 - Foods eaten after the best-before date are normally safe to eat but the quality is reduced, e.g. biscuits may be stale.
- Use-by dates are usually given on perishable foods that need to be kept in the fridge, such as fresh meat, cheese and ready-to-eat foods such as meat pies or trifles.
 - Foods should be eaten by midnight on the use-by date to prevent food poisoning.

5 The answer should give a definition of cross-contamination and then clear examples of both direct and indirect contamination, as well as how these may be prevented. Answers may include the following or similar explanations:

- Cross-contamination can occur at any stage of food production.
- Cross-contamination is when harmful bacteria/substance from one place are transferred to another place and potentially cause food poisoning.
- Direct contamination is when the source of harmful bacteria/substance makes direct contact with another food, for example the juices of a raw chicken drip onto a cooked chicken.
- Indirect contact could be when the same equipment is used for raw and cooked food, which means the bacteria from the raw food are transferred from the food to the equipment and then on to the ready-to-eat food.
- Indirect contact could also be when the same equipment is used for different ingredients (including allergens), which means the allergens from one food are transferred from the food to the equipment and then on to the ready-to-eat food.
- To prevent cross-contamination, the harmful substance should be removed or preventions put in place to stop the harmful substance from spreading.
- Prevention can also be helped by keeping food handling to a minimum, e.g. by using tongs to pick up foods instead of bare hands, wearing clean disposable gloves, reducing hand contact surfaces, e.g. use elbow taps/electronic taps in place of hand-operated ones.

1.4 Food safety in hospitality and catering

- Prevention can also be helped by using colour-coded chopping boards and other equipment, e.g. knives, cloths. These can stop the spread of both bacteria and allergens.

6 Answers may refer to the following points.

Use-by dates:

- Use-by dates are about safety.
- Never eat food after the use-by date even if it looks and smells OK.
- Storage instructions should be followed, e.g. the fridge temperature should be 0°C to below 5°C.
- Examples of foods with use-by dates: fresh meat, fresh meat products, fresh fish, fresh fish products, ready-to-eat salads.

Best-before dates:

- Best-before dates are about quality.
- After the best-before date, the food will still be safe to eat, but will not be at its best.
- Examples of foods with a best before date: frozen foods, such as peas and ice cream; dried foods, such as pasta and rice; as well as tinned foods, most cheeses and some yoghurts.

Credit any other valid responses.