

# Hospitality and Catering Level 1/2

## Revision Guidance



**Bishop  
Perowne**  
Church of England College  
**Endeavour Forever**

## Course Details

The specification you are studying is **Hospitality and Catering Level 1/2** with examination board **WJEC** and the qualification is made up of two different units.

	Topics	Length/ Time	Worth	Submission Date
<b>Unit 1</b>	The external written examination	1 hour 30 minutes	40%	16th June 2020
<b>Unit 2</b>	Controlled assessment		60%	3 <sup>rd</sup> April 2020

### Links to the website:

<https://www.wjec.co.uk/qualifications/hospitality-and-catering/hospitality-and-catering-level-1-2-award.html>

### Staff Contacts:

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### Textbooks and Revision Guides

At Present, the revision guide has not been published but is due to be published soon. We will let students know as soon as it becomes available. All students have 4 booklets produced in college by the staff and students should use these to revise for unit 1.

## Unit 2 controlled assessment

Your controlled assessment is divided into 3 parts;

1. Propose four nutritional dishes for the set design brief. (You must consider the requirements of the brief carefully and explain in detail how you have done this)
2. Plan for the production of two dishes that could be included on the menu.
3. Prepare, cook and present the two dishes that the apprentice will prepare and cook.

# Unit 1 revision topics

Use the 4 revision booklets to answer these questions.

## **AO1 THE ENVIRONMENT IN WHICH HOSPITALITY AND CATERING OPERATES**

### **1.1.1 the scope of the hospitality and catering industry**

1	Give 5 sectors of the Hospitality and catering industry
2	Name 5 residential establishments
3	Name 5 non residential establishments
4	Name 5 non commercial establishments
5	Give the features of hotels
6	Give the features of bed and breakfasts
7	Give the features of fast food establishments
8	Give the features of restaurants
9	Give the features of take aways
10	What are the features of hospital catering ?
11	What are the features of care home meals ?
12	What are the features of prison meals ?
13	What would you expect in a 4 star hotel?
14	What would you expect in a 2 star hotel?
15	What are the overheads for non commercial establishments ?

### **1.1.2 styles of service**

1	What does the style of service depend on?
2	Name 5 types of counter service
3	Name 4 types of table service
4	Name 3 types of personal service
5	What is cafeteria service?
6	What is fast food/take away service?
7	What is buffet/carvery service ?
8	What is plated service?
9	What is family service?
10	What is silver service?

11	What is gueridon service?
12	What is airline food (transported meal) service?
13	What is tray service?
14	What is vending service?
15	What is delivered meal service?

### **1.1.3 non catering venues**

1	Give 3 non catering venues
2	Give 3 occasions contract caterers could provide for
3	Give 5 styles of contract catering service
4	Name 5 dietary needs that might have to be considered
5	What foods would be appropriate for a summer tea party?
6	What foods would be appropriate for a Christmas dinner party?
7	Give 2 types of work environment that could use contract catering

### **1.1.4 standards and ratings**

1	Name 4 ways of rating restaurants and hotels
2	Who rates restaurants for the Michelin organisation?
3	What is the highest number of Michelin stars a restaurant may be awarded?
4	Who rates restaurants for the AA ?
5	What is the highest number of AA rosettes that can be awarded?
6	Who rates restaurants for the Good food guide?
7	How are the restaurants scored?
8	Name 3 online review sites
9	Do you have to eat at a restaurant to review it online?
10	What are the advantages and disadvantages of the Michelin and AA ratings
11	What are the advantages of online review sites?
12	What could be the consequences of poor reviews on an online site?
13	What could a restaurant do to repair its reputation ?
14	Give 3 features of 3 star hotels
15	Give 3 features of 5 star hotels

### **1.15 Suppliers to hospitality and catering**

1	Name 5 different types of suppliers to the hospitality and catering industry
2	What are the advantages of specialist markets?
3	What are the disadvantage of specialist markets?
4	Give the advantages of local suppliers
5	Give the disadvantages of local suppliers
6	What are the advantages of large wholesalers?
7	What are the disadvantages of large wholesalers?
8	Why do establishments need to buy large sizes of commodities?

9	Were might a restaurant buy equipment ?
10	Where could a restaurant buy frozen foods?

### 1.2 job roles

1	What is the title of the person in overall control of the kitchen?
2	Give 5 of their responsibilities
3	What are the responsibilities of a sous chef?
4	What is a chef de partie?
5	What is the pastry chef responsible for ?
6	What is the sauce chef responsible for?
7	What is the vegetable chef responsible for?
8	What does le poisonier do ?
9	What does le boucher do ?
10	What does le boulanger do?
11	What Is the role of the commis chef?
12	What is the role of the kitchen assistants?
13	What does front of house mean?
14	What are the responsibilities of the maire d'hote?
15	What are the responsibilities of the head waiter?
16	What is Le sommelier responsible for ?
17	Give 5 personal attributes for front of house staff
18	Why must the staff have good presentation?
19	What does patience, tact and diplomacy mean?
20	Why is it important to be honest?

### 1.3 working conditions

1	Give 4 types of contract of employment
2	Describe full time contracts
3	Describe part time contracts
4	Describe temporary contracts
5	Describe casual employment
6	Give 6 things that full and part time employees are entitled to
7	Give 3 examples of remuneration
8	Name 4 pieces of legislation to protect workers
9	What is the national minimum wage at 16-17 years old?
10	What is the national minimum wage at 25 years old?
11	How much annual leave are workers entitled to ?
12	How much annual leave would a worker working 2 days a week have ?
13	How many days compulsory break should you have in 7 days?
14	How many days if under 18?
15	How many minutes should a worker have off in 6 hours?

#### **1.4 factors affecting success**

1	List 5 reasons that an establishment might fail
2	How does costs contribute to the success of an establishment ?
3	How does the economy contribute to the success of an establishment?
4	How does environmental policies contribute to the success of an establishment
5	How does the use of technology contribute to the success of an establishment
6	What emerging cooking methods contribute to the success of an establishment
7	How could customer demographics contribute to success?
8	How does good customer service contribute to the success?
9	What is the influence of competition on success of an establishment?
10	How could political factors affect success?
11	How could the media influence the success of an establishment?
12	What are the costs other than food for an establishment ?
13	What are the benefits of portion control?
14	Give 5 methods of portion control ?
15	What is SWOT analysis used for ?

### **AO2 UNDERSTAND HOW HOSPITALITY AND CATERING PROVISIONS OPERATE**

#### **2.1 The operation of the kitchen**

1	What is workflow?
2	What are the 8 stages of workflow?
3	Why is workflow important
4	Explain deliveries in workflow
5	Explain storage in workflow
6	Explain food preparation in workflow
7	Explain cooking in workflow
8	Explain holding in workflow
9	Explain food service in workflow
10	Explain washing up in workflow
11	Explain waste disposal in workflow
12	Why is hygienic kitchen design necessary ?
13	What are the qualities of hygienic work surfaces?

14	What are the properties of hygienic walls and floor?
15	What are the properties of hygienic sinks and waste disposal?

### **2.1 stock control**

1	What does perishable foods mean?
2	Name 4 classes of perishable foods
3	What is the rule of stock rotation?
4	What does staple foods mean?
5	Name 5 classes of staple foods

### **2.1 Documentation and administration**

1	Give 5 types of record that should be kept for due diligence
2	What temperatures should be recorded?
3	What is recorded on time sheets?
4	Why is accident recording important?
5	What food safety records should be kept?
6	What stock records should be kept?
7	Give 5 reasons why records and documentation is important
8	What legislation protects personnel records?
9	What does this legislation state?
10	Give 4 qualities that documentation needs to legally be used in evidence

### **2.1 Kitchen operation**

1	State the role of the chef de cuisine
2	State the role of the sous chef
3	State the role of the chefs de partie
4	State the role of the commis chefs
5	Give 5 items of clothing in the kitchen dress code
6	What is the employers responsibility to provide?
7	What is the role of the kitchen assistant?
8	What sort of footwear should a chef wear?
9	Why do chefs jackets have poppers not buttons?
10	Why are chefs jackets long sleeved?

### **2.1 equipment**

1	Give 4 knife safety rules
2	List 5 qualities of large equipment a chef needs to consider
3	What are the general safety precautions with large equipment ?
4	List the safety points for ovens and hobs
5	List the safety points for grills and salamanders
6	List the safety points for stand mixers

7	List the safety points for fryers
8	List the safety points for sous vide equipment
9	List the safety points for bain marie
10	List the safety points for hot plates
11	What are the advantages of large scale ovens?
12	What are the disadvantages of large scale ovens?
13	What are the different colour chopping boards for each food ?
14	Name 5 types of knives chefs use
15	Explain what sous vide cooking is

## 2.2 front of house

1	What are the 3 main styles of service ?
2	Give 3 examples of table service
3	Give 3 examples of counter service
4	Give 3 examples of personal service
5	Describe the role of the restaurant manager
6	Describe the role of the head waiter
7	Describe the role of the sommelier
8	Describe the role of waiting staff
9	Give the workflow between customer and kitchen
10	What items of hand equipment are used front of house
11	What items of powered equipment are used front of house
12	What is EPOS and how is it used front of house ?

## 2.2 front of house administration

1	Give 5 items that are stock controlled front of house
2	List the personnel records that may be kept
3	List the safety and hygiene records that have to be kept
4	What are 2 ways that booking and reservations can be made
5	Who is responsible for front of house staff allocation?
6	Why is a staff uniform important?
7	What must employers provide for free ?
8	List safety and security measures for staff and customers
9	Why should a restaurant carry out risk assessments ?
10	What sort of insurance should establishments have ?

## 2.3 meeting customer requirements

1	Describe leisure customers
2	Describe local residents as customers
3	Describe business (corporate) customers
4	Give 6 things leisure customers require
5	Give 6 things local customers require
6	Give 6 things business customers require

7	What influences customer trends?
8	Give 4 recent food trends
9	Define customer service
10	Give 3 reasons for good customer service
11	Give 6 examples of good customer service
12	What right does the customer have under the Food Safety act?
13	Give 3 rights under the Consumer rights act
14	What rights does the customer have under the Disability discrimination act ?
15	What are customer rights under the equality act ?

## **AO3 MEETING HEALTH AND SAFETY REQUIREMENTS**

### **3.1 COSHH**

1	What are the substances covered by COSHH?
2	What could be the possible health problems?
3	What should employees do under COSHH
4	What is a safety data sheet?
5	What is the COSHH symbol for flammable ?
6	What is the COSHH symbol for corrosive?
7	What is the COSHH symbol for toxic?
8	What is the COSHH symbol for harmful?
9	Give 5 common substances that are under COSHH control ?
10	Give 3 common control methods

### **3.1 RIDDOR**

1	What records does the HSE keep on accidents?
2	Give 8 occurrences that have to be reported to the HSE
3	Give 4 types of people who can report an accident
4	Give 6 types of occupational disease
5	What records should be kept following an accident?
6	What are the penalties for not complying with RIDDOR?

### **3.1 PPER**

1	What sort of items are personal protective equipment
2	Give 4 reasons for wearing PPE in catering situations
3	Give 6 examples of PPE in catering situations
4	What are employers responsible for under the PPER
5	What are employees responsibility under the PPER
5	Give 3 things to bear in mind when selecting PPE
7	What are the hazards requiring PPE in front of house ?
8	What sort of PPE might be worn front of house?

### 3.1 Manual handling

1	What does manual handling mean?
2	What factors would you use when assessing risk?
3	What could be the problems with food preparation?
4	How could these problems be prevented?
5	What could be the problems with washing dishes?
5	How could these problems be prevented?
7	What could be the problems associated with using ovens and hobs
8	How could these problems be prevented?
9	What could be the problems with cleaning and the handling of waste
10	How could these problems be prevented?

### 3.2 Risks to personal safety

1	Use a "hazard kitchen" image to identify the risks to personal safety
2	Give the 2 acts that cover risks to personal safety
3	How can personal safety incidents damage a businesses reputation
4	Give the 5 stages in assessing risks
5	Give the 5 levels of probability
6	Give the 5 levels of severity
7	What is the formula for level of risk?
8	Give 3 risks in using the oven
9	Give 3 risks in handling meat
10	Give 3 risks in making a pizza
11	Give 3 risks in using knives
12	Give 3 risks in using a deep fat fryer
13	Give 3 risks in serving hot soup to the customer
14	Give 3 risks for washing up dishes
15	Give 3 risks for unloading a delivery of ingredients

### 3.2 security

1	Give 5 ways that customers can be a risk to security
2	Which 4 types of staff are particularly at risk ?
3	Give 6 risk factors for security
4	Give 6 ways of preventing security hazards from occurring
5	Name 2 types of prohibition sign
5	Name 2 types of warning sign
7	Name 2 types of Obey sign
8	Name 2 types of safety signs
9	Name 2 types of fire signs
10	Give 6 ways of preventing food safety risks from occurring

### 3.3 personal safety recommendations

1	What are the 4 main types of injury in the Hospitality and Catering industry?
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2	State 3 ways of preventing knife cuts
3	State 3 ways of preventing machine cuts
4	State 3 ways of preventing equipment cuts
5	2 ways of preventing oil burns are
6	2 ways of preventing burns from the hob are
7	3 ways of preventing burns from ovens are
8	3 ways of preventing burns from hot food and drinks are
9	3 ways of preventing burns from serving food front of house are
10	Give 3 ways of preventing strains from moving things
11	Explain how to lift heavy or bulky objects without damaging your back
12	Give 3 ways of preventing slips
13	Give 3 ways of preventing trips
14	Give 3 ways of preventing falls (from height)
15	What are the actions you should take if someone is injured?
16	Give 5 ways you can keep customers safe
17	What are the main causes of fires in Hospitality and Catering ?
18	What actions should you take on discovering a fire?
19	When could you fight a fire?
20	Give 5 ways you could prevent fires from starting

## **AO4 HOW FOOD CAN CAUSE ILL HEALTH**

### **4.1 Food related causes of ill health**

1	What 4 things do bacteria need to multiply?
2	Give 5 sources of food poisoning bacteria
3	What happens to bacteria at -18C?
4	Wat happens to bacteria at 0-5C?
5	What happens to bacteria between 5 and 63C?
6	What is the zone between 5 and 63C called?
7	At what temperature are all bacteria killed?
8	What are the general symptoms of food poisoning?
9	State 2 examples of non food poisoning illness
10	State 5 causes of chemical poisoning in food
11	Give 3 ways metal poisoning could occur from foods ?
12	What are the long term effects of lead and mercury in the food chain ?
13	How could additives in food cause illness?
14	What could be the consequence of poisonous plant contamination of food ?
15	Give 3 plants that we eat which are poisonous unless cooked

### **4.1 Allergies and intolerances**

1	Give 2 ways food allergies and intolerances are different
2	What does lactose intolerance mean?

3	Give 6 foods that cannot be eaten by lactose intolerant people
4	What does gluten intolerance mean?
5	What does coeliac disease mean?
6	Give 6 foods that cannot be eaten by gluten intolerant people
7	What foods should people with yeast intolerance avoid?
8	Give 6 symptoms of food allergies
9	What does anaphylaxis mean?
10	Give 5 symptoms of anaphylaxis
11	List the 14 major allergens that must appear on menus and packaging
12	What are the allergenic ingredients in Paella?
13	What are the allergenic ingredients in scotch eggs?
14	What are the allergenic ingredients in pizza?
15	What are the allergenic ingredients in pecan pie?

#### **4.2 The Environmental health Officer**

1	Define what an Environmental health officer is
2	Give 8 roles of environmental health officers
3	Give 4 pieces of legislation enforces by environmental health officers
4	What does the food safety act require?
5	What does the Food safety (general food hygiene) regulations require?
6	What does the temperature control regulations require?
7	What does the food composition regulations require?
8	Give 5 ways EHOs enforce food laws
9	Give 6 powers that EHOs have
10	What are the 3 main areas EHOs inspect?
11	List the rules for food premises under food legislation
12	List the rules for food handlers under food legislation
13	List the rules for hygienic practices under food legislation
14	What documentation must all food businesses have in place?
15	What records must all food businesses keep?
16	What does the food hygiene rating scheme mean?
17	Give the events following a report from the public to the EHO
18	Give the events following an outbreak of food poisoning
19	What is the role of the EHO in prosecutions under food legislation?
20	List the accident reports the EHO receives under RIDDOR

#### **4.3 Food safety legislation**

1	Give the 3 main types of food safety legislation
2	List the 6 main provisions of the Food safety act
3	What are the 2 things that food businesses must ensure under the act
4	What are the powers given to EHOs
5	What are the penalties under the Food safety act ?
6	What does the defence of due diligence mean?

### 4.3 food labelling legislation

1	Give the 11 things that must appear on the packaging by law
2	What units must the weight or volume be in?
3	How must the name of the food appear:?
4	What order must the ingredients be listed in ?
5	List the major allergens that must be on the packaging
6	When must genetically modified organisms be listed
7	What information must be given about the packer or seller?
8	What do the storage conditions and use by indicate?
9	When is a best before date used on food packaging
10	What preparation instructions must be included
11	What is a protected designation of origin?
12	How could you identify when a product was made?
13	What sort of nutritional labels appear on the front and back of the

7	Give 5 types of records that could be used in court to show due diligence
8	What 3 areas does the food safety(general food hygiene) regulations cover
9	Give 6 things that food premises should have
10	Give 6 things that food handlers should do
11	What sort of food safety training must food handlers receive?
12	What does HACCP stand for ?
13	What are the steps of a HACCP system?
14	What records must be kept as part of HACCP
15	What are the penalties for breaking food laws
16	What type of foods does the Food hygiene regulations apply to?
17	What temperature should cold food be stored at?
18	What temperature should hot food be stored at?
19	How long can cold food remain at room temperature?
20	How long can cold food remain at room temperature?

	packaging?
14	What is the level of fat that can be labelled low fat
15	What is the level of sugar that can be labelled reduced sugar?

#### 4.4 Food poisoning

1	Give the names of 7 common types of food poisoning bacteria
2	what are the 6 most common hygiene faults for food poisoning?
3	What 4 things do bacteria need to multiply?
4	What are the critical temperatures for food poisoning ?
5	Which bacteria are found in raw meat? Give all species
6	Which bacteria are found in unpasteurised milk? Give all species
7	Which bacteria are found in cooked foods? Give all species
8	Which bacteria are found in dairy products? Give all species
9	Which bacteria have an onset time of 6 hours and under? Give all species
10	Which bacteria have an onset time of up to 2 days? Give all species
11	Which bacteria have an onset time of over 2 days ? give all specis
12	Which bacterium does not usually have vomiting associated with it?
13	Which bacterium can give projectile vomiting
14	Which bacterium gives headache, and stiff muscles like flu?
15	Which bacterium is associated with cooked rice?
16	Which bacterium do people have in their noses?
17	Which 3 bacteria can grow in the fridge
18	Give the symptoms of food intolerance
19	Give the symptoms of food allergy
20	Give the symptoms of food poisoning

### Revision Strategies:

- Flashcards
- Testing a partner
- Post-it notes
- Using the question and answers in this booklet and getting your parent or carer to test you!
- Work with the information – draw it/ say it)
- Mind maps (link ideas together)
- Asking yourself – ‘so what?’
- Practice exam questions
- Make your own exam questions!
- Writing out key terms, covering and testing your spellings
- Playing games (e.g. Bingo/scrabble/crosswords) with key terms

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