



GCSE

4732/01

HOSPITALITY AND CATERING

UNIT 2: CATERING, FOOD AND THE CUSTOMER

TUESDAY, 13 JUNE 2017 – AFTERNOON

1 hour 15 minutes plus your additional time allowance

Surname _____

Other Names _____

Centre Number _____

Candidate Number 0 _____

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	3	
2.	3	
3.	3	
4.	9	
5.	8	
6.	14	
7.	10	
8.	17	
9.	13	
Total	80	

INSTRUCTIONS TO CANDIDATES

Use black ink, black ball-point pen or your usual method.

Write your name, centre number and candidate number in the spaces provided on the front cover.

Answer ALL questions.

Write your answers in the spaces provided.

If you run out of space, use the continuation pages 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) Hands should be dried using paper towels.		
(ii) A sous chef is in charge of a catering kitchen.		
(iii) Kitchens should be well ventilated.		

2. Match the correct culinary terms to the meanings below. [3]

For example if you think the answer to (i) is **C**

write

C

 in the box.

- | | |
|----------|----------------------|
| A | Mise-en-place |
| B | En Croute |
| C | Roux |
| D | Au Gratin |
| E | Coulis |

(i) A sauce made from fruit puree.

(ii) Preparation before cooking.

(iii) A dish sprinkled with breadcrumbs and cheese then browned.

3. Complete the following sentences with the correct **FOOD SERVICE** method. [3]

For example if you think the answer to (i) is **C**

write

C

 in the box.

- | |
|----------|
| A |
|----------|

 Gueridon
- | |
|----------|
| B |
|----------|

 Fast food
- | |
|----------|
| C |
|----------|

 Table
- | |
|----------|
| D |
|----------|

 Counter
- | |
|----------|
| E |
|----------|

 Vended

(i) Customers collect their own meals from a display area.

(ii) A wide range of snacks are sold from a machine.

(iii) Food is 'finished' at the customer's table.

4. Poor hygiene can lead to food poisoning.

(a) List **THREE** personal hygiene rules that all kitchen staff must follow. [3]

(i) _____

(ii) _____

(iii) _____

4(b) Name TWO food poisoning bacteria. [2]

(i) _____

(ii) _____

(c) State TWO conditions that prevent the growth of pathogenic bacteria. [2]

(i) _____

(ii) _____

5. Pasta is a very popular commodity.

(a) Name a pasta shape OTHER than spaghetti. [1]

(b) State the main nutrient in pasta. [1]

(c) Give the term used to describe correctly cooked pasta. [1]

6. People are encouraged to eat more fruit and vegetables as a part of a healthy, balanced diet.

(a) State TWO ways of cooking vegetables to avoid the loss of water-soluble nutrients. [2]

(i) _____

(ii) _____

6(c) State TWO quality points the caterer would look for when accepting a delivery of:

(i) SOFT FRUITS, such as strawberries. [2]

1. _____

2. _____

6(c) (ii) GREEN, leafy vegetables. [2]

1. _____

2. _____

7(b) Suggest how ICT can help when selecting the new menu. [3]

(i) _____

(ii) _____

(iii) _____

7(c) Give TWO examples of how ICT could be used to advertise the new menu. [2]

(i) _____

(ii) _____

8. A local pub is going to start producing evening meals and needs to employ additional staff.

(a) Identify THREE qualities the Manager will look for when appointing a chef. [3]

(i) _____

(ii) _____

(iii) _____

8(b) State THREE overheads that need to be covered from the pub's income. [3]

(i) _____

(ii) _____

(iii) _____

9. All catering establishments are encouraged to be environmentally aware.

(a) Give THREE advantages to an establishment of reducing, re-using and recycling. [3]

(i) _____

(ii) _____

(iii) _____
