

BTEC Level 2 Technical Diploma in
**FOOD AND BEVERAGE
SERVICE**

UNIT 1: WORKING IN THE HOSPITALITY INDUSTRY

**SAMPLE ASSESSMENT
MATERIALS (SAMs)**

First teaching: September 2017 | First certification: Summer 2018

ISSUE 1

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Authoring Local Package (12345678)
Test qualification
BTEC L2 Technicals for Hospitality
Unit 1: Working in the Hospitality Industry
Information for candidates



INSTRUCTIONS

- Answer all questions.
- An onscreen notepad is provided for you to make notes during the test. These notes will not be marked.
- An accessibility panel is provided on every screen. This allows you to magnify your screen and apply a range of colour filters.

INFORMATION

- The assessment is 1 hour 15 minutes in duration
- The total mark for this test is 60.
- The number of marks for each question is shown in brackets e.g. (2). Use this as a guide as to how much time to spend on each question.

ADVICE

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Start Test



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Finish

Section A

Answer all questions.

Identify the hospitality business that offers room service. (1)

Select **one** option. Coffee shop Take-away Halls of residence Hotel

Identify the department of a hotel that a barista would work in. (1)

Select **one** option.

Front office and reception

Food and beverage

Housekeeping

Kitchen



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⌚ 01:15

⏸ Pause

Finish

Identify the hospitality business that has the main aim of providing food. (1)

Select **one** option.

Restaurant

Membership club

Guest house

Nightclub



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⌚ 01:14

⏸ Pause

⏹ Finish

Identify the **two** types of businesses that use contract caterers. (2)

Select **two** options.

- Local public house
- Town centre restaurant
- Further education college
- Local council offices
- Coffee shop



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⌚ 01:14

⏸ Pause

Finish

Which accommodation package includes all main meals? (1)

Select **one** option.

Self-catering

Half board

Bed and breakfast

Full board

Give **one** example of how poor management of food and beverage service areas impacts on hospitality businesses. (1)

Type your answer in the box.

Which of these is likely to lead to cross-contamination in a kitchen environment? (1)

Select **one** option.

- Storing food in sealed containers
- Using the same cloth on multiple food preparation surfaces
- Sterilising serving equipment before use
- Removing personal jewellery before handling cooked food



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⌚ 01:14

⏸ Pause

⏹ Finish

Identify **two** of the main food allergens. (2)

Select **two** options.

 Lettuce Celery Cucumber Radish Lupin

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⌚ 01:12

⏸ Pause

Finish

Identify the **second** step of the six-step hand-washing technique. (1)

Select **one** option.

- Rub palm to palm, interlacing fingers
- Rub palms with fingertips
- Rub the back of both hands
- Rub palm to palm
- Rub thumbs
- Rub the backs of fingers, interlocking hands

Give **one** example of an ethical practice used in a professional kitchen to reduce the amount of waste sent to landfill. (1)

Type your answer in the box.

Identify the personal attribute which may help when serving a difficult customer. (1)

Select **one** option.

Rudeness

Tact

Aggression

Shyness

Identify the **second** step of the four-step cleaning method. (1)

Select **one** option.

- Sanitising
- Air drying
- Washing
- Removing debris



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⌚ 01:12

⏸ Pause

Finish

Give **one** way in which hospitality staff can demonstrate that they are listening to the customer. (1)

Type your answer in the box.

Identify **two** ways a hospitality business can show it promotes equal access to its goods and services. (2)

Select **two** options.

- Wide doors
- Short corridors
- Hearing loops
- Loudspeakers
- High ceilings

Identify the correct temperature for storing chilled, ready-to-eat foods. (1)

Select **one** option.

Below -18°C

Below 5°C

Above 63°C

Above 75°C



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⌚ 01:11

⏸ Pause

Finish

Identify how cleaning chemicals should be stored. (1)

Select **one** option.

- In containers that are labelled and in a food storage room
- In containers that are not labelled in a storage area
- In containers that are not labelled in a food storage room
- In containers that are labelled in a storage area

Which of these are the initials of a commonly used stock rotation system? (1)

Select **one** option.

 FIFA FIFO FOFO FOFI

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⌚ 01:11

⏸ Pause

Finish

Which of these services automatically dispenses food items? (1)

Select **one** option.

Facilities management services

Vending Services

Event management services

Leisure Services



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⌚ 01:11

⏸ Pause

🏁 Finish

Identify **two** reasons why it is important for a hospitality business to maintain high standards of food hygiene. (2)

Select **two** options.

- Reducing the spread of bacteria
- Promoting the spread of moulds
- Promoting business image
- Reducing staff turnover
- Reducing customer loyalty



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⌚ 01:10

⏸ Pause

Finish

Identify **two** ways an individual team member can comply with health and safety procedures in the workplace. (2)

Select **two** options.

- Attend staff training when required
- Attend appraisal meetings as required
- Look after personal protective equipment (PPE)
- Look after personal belongings
- Attend staff meetings when required

State **two** organisations that award star ratings to hotels. (2)

Type your answers in the boxes.

1

2

Give **two** examples of common workplace hazards in food service areas. (2)

Type your answers in the boxes.

1

2



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Next ▶

⌚ 01:10

⏸ Pause

⏹ Finish

Section B

This is a **two**-part question. Answer both parts.

The chef in a busy kitchen has noticed that stock has been stolen from the store room.

To improve security he has decided to introduce identity badges.

(a) Explain **one** way identity badges can help to improve security. (2)

Type your answer in the box.



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⌚ 01:10

⏸ Pause

Finish

This is a **two**-part question. Answer both parts.

The chef in a busy kitchen has noticed that stock has been stolen from the store room.

To improve security he has decided to introduce identity badges.

(b) Explain **three** possible impacts on the kitchen staff if the chef does not improve security. (6)

Type your answer in the box.



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⌚ 01:10

⏸ Pause

🏁 Finish

This is a **three**-part question. Answer all parts.

The owner of a hotel has recently taken on six new staff.
The owner has planned a team-building day to help new and old staff to get to know each other and communicate the hotel's business vision.

(a) Explain **one** way the team building day can improve communication between team members. (2)

Type your answer in the box.

(b) Explain **two** ways improved communication will benefit the business. (4)

Type your answer in the box.



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⌚ 01:10

⏸ Pause

Finish

This is a **three**-part question. Answer all parts.

The owner of a hotel has recently taken on six new staff.

The owner has planned a team-building day to help new and old staff to get to know each other and communicate the hotel's business vision.

(c) Explain **two** reasons why it is important for staff to be aware of the business vision. (4)

Type your answer in the box.

This is a **three**-part question. Answer all parts.

In order to attract customers and boost profits, a restaurant has introduced new customer service standards.

(a) Explain **one** way in which customer service standards can ensure consistent delivery of service to customers. (2)

Type your answer in the box.

(b) Explain **two** ways in which the restaurant can ensure their staff will follow the correct customer service standards. (4)

Type your answer in the box.

This is a **three**-part question. Answer all parts.

In order to attract customers and boost profits, a restaurant has introduced new customer service standards.

(c) Discuss how staff members with excellent customer care skills can contribute to the success of the restaurant. (6)

Type your answer in the box.

Unit 1: Working in the Hospitality Industry - sample mark scheme

General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the candidate has replaced it with an alternative response.

Section A

Question number	Answer	Mark
1	Hotel	(1)

Question number	Answer	Mark
2	Food and beverage	(1)

Question number	Answer	Mark
3	Restaurant	(1)

Question number	Answer	Mark
4	Further education college (1) Local council offices (1)	(2)

Question number	Answer	Mark
5	Full board	(1)

Question number	Answer	Mark
6	<p>Award answers that make reference to the following.</p> <ul style="list-style-type: none"> • Increase in complaints (1) • Decrease in repeat custom (1) • Decrease in customer spend (1) • Decrease in staff motivation (1) <p>Accept any other appropriate answer, up to a maximum of 1 mark.</p>	(1)

Question number	Answer	Mark
7	Using the same cloth on multiple food preparation surfaces	(1)

Question number	Answer	Mark
8	Celery (1) Lupin (1)	(2)

Question number	Answer	Mark
9	Rub the back of both hands	(1)

Question number	Answer	Mark
10	Award answers that make reference to the following. <ul style="list-style-type: none"> • Recycling (1) • Reducing packaging (1) • Reducing use of disposables (1) Accept any other appropriate answer, up to a maximum of 1 mark.	(1)

Question number	Answer	Mark
11	Tact	(1)

Question number	Answer	Mark
12	Washing	(1)

Question number	Answer	Mark
13		(1)

Question number	Answer	Mark
14	<p>Award answers that make reference to the following.</p> <ul style="list-style-type: none"> • Asking customers appropriate questions (1) • Repeating important information to customers (1) • Looking attentive/attentive facial expression (1) <p>Accept any other appropriate answer, up to a maximum of 1 mark.</p>	(1)

Question number	Answer	Mark
15	<p>Wide doors (1) Hearing loops (1)</p>	(2)

Question number	Answer	Mark
16	Below 5° C	(1)

Question number	Answer	Mark
17	In containers that are labelled in a storage area	(1)

Question number	Answer	Mark
18	FIFO	(1)

Question number	Answer	Mark
19	Vending Services	(1)

Question number	Answer	Mark
20	<p>Reducing the spread of bacteria (1) Promoting business image (1)</p>	(2)

Question number	Answer	Mark
21	Attend staff training when required (1) Look after personal protective equipment (PPE) (1)	(2)

Question number	Answer	Mark
22	Award answers that make reference to the following. <ul style="list-style-type: none"> • AA (1) • Visit Britain (1) • Rosette (1) • Michelin star (1) Accept any other appropriate answers, up to a maximum of 2 marks.	(2)

Question number	Answer	Mark
23	Award answers that make reference to the following. <ul style="list-style-type: none"> • Spillages (1) • Trip hazards (1) • Working at heights (1) • Breakages (1) Accept any other appropriate answers, up to a maximum of 2 marks.	(2)

Section B

Question number	Answer	Mark
24(a)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • Badges identify the person (1), ensuring only authorised persons are allowed access to store rooms and other storage areas (1) • Authorised persons can be easily identified (1), stopping unauthorised access to kitchen (1) <p>Accept any other appropriate answers, up to a maximum of 2 marks.</p>	(2)

Question number	Answer	Mark
24(b)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • Kitchen jobs may be lost (1) as a continued loss of stock will mean reduced profits to the business (1) • The kitchen may become an unpleasant place to work (1) as suspicion of theft will fall on all members of staff (1) • Staff may become demotivated (1) as they feel that there is no trust (1) • Staff may reduce their own productivity (1) as they may feel that other staff members are working as part of a team (1) <p>Accept any other appropriate answers and combinations of the above, up to a maximum of 6 marks.</p>	(6)

Question number	Answer	Mark
25(a)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • Roles and responsibilities (self and other team members) are clearly defined/information is shared (1), allowing each team member to perform the tasks/jobs expected of their role (1) • Tasks are performed to agreed standards/standards of work are maintained (1) as each team member will be aware of their own responsibilities (1) • Team efficiency is improved (1) as time is not wasted checking the work of others • Mistakes are avoided (1) as each team member will be aware of their own responsibilities (1) <p>Accept any other appropriate answers, up to a maximum of 2 marks.</p>	(2)

Question number	Answer	Mark
25(b)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • Encourages teamwork (1), ensuring that all team members contribute towards service delivery (1) • Improves efficiency (1), ensuring that levels of service are maintained (1) • Team morale (is improved) (1) making the workplace an enjoyable environment to work in (1) • Self-satisfaction and motivation (are improved) (1), reducing staff turnover (1) <p>Accept any other appropriate answers, up to a maximum of 4 marks.</p>	(4)

Question number	Answer	Mark
25(c)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • A business vision is the inspiration for the business (1) as it allows the business aims and objectives to be shared (1) • A business vision sets the direction for business planning (1) as it allows the business to set aims and objectives to reach its goal/ it allows business objectives to be prioritised (1) • The vision is fundamental to business success (1) as it is the point from which business strategies, tactics, budgets and resources are determined (1) <p>Accept any other appropriate answers up to a maximum of 4 marks.</p>	(4)

Question number	Answer	Mark
26(a)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • Customer service standards set out the way customers must be treated (1), meaning that the staff deliver this service with every encounter (1) • Customer service standards ensure that all customers are treated the same (1) so customers know what to expect every time they visit (1) <p>Accept any other appropriate answers, up to a maximum of 2 marks.</p>	(2)

Question number	Answer	Mark
26(b)	<p>Award answers that make reference to any one of the following.</p> <ul style="list-style-type: none"> • Training existing/new staff in the new procedures/having clearly defined roles (1) will ensure that they know what to do (1) • Inductions for new staff (1) so that staff are aware of the procedures they need to follow when joining the company (1) • Supervising/monitoring staff performance formally (1) to ensure they are performing their roles consistently (1) <p>Accept any other appropriate answers and combinations of the above, up to a maximum of 4 marks.</p>	(4)

Question Number	Answer	Mark
26 (c)	<p>Award answers that make reference to any one of the following:</p> <ul style="list-style-type: none"> • customer service skills - these are important for this job role as the role is a customer facing role as part of the sales and service team. • the job requires that employees must be 'ambassadors' for the organisation • promotional and selling skills - a focus of the role is selling in order to meet sales and cost targets. • the ability to sell and promote: <ul style="list-style-type: none"> ○ additional items ○ more expensive items ○ larger portions ○ to customers will be an advantage when applying for this post • the business can gain a competitive advantage as staff members can make service a unique selling point (USP) • the staff can help the business to gain a good reputation for its service leading to increased customer numbers • staff can encourage additional sales which increases income and revenue • staff can promote the business in a favorable way leading to return custom/loyal customers • boosting staff morale, creating a positive working environment and improving working relationships with customers and colleagues by employing motivated, interested individuals who believe in the products and services provided by the business. <p>Accept any other appropriate answers, up to a maximum of 6 marks.</p>	(6)

Mark Scheme (Award up to 6 marks). Refer to guidance on the cover of this document for how to apply Levels Based Mark Schemes

Level	Mark	Descriptor
Level 0	0	No rewardable material
Level 1	1-2	<p>Demonstrates isolated elements of knowledge and understanding, presented in an unstructured format.</p> <p>Generic statements may be presented rather than linkages being made so that lines of reasoning are unclear.</p> <p>Discussion is superficial and rarely supported through the application of relevant evidence from the context.</p>
Level 2	3-4	<p>Demonstrates mostly accurate knowledge and understanding. There is some structure to the response.</p> <p>Some occasional linkages present so that lines of reasoning are partially supported and mostly clear.</p> <p>Discussion is partially developed and occasionally supported through the application of relevant evidence from the context.</p>
Level 3	5-6	<p>Demonstrates accurate and thorough knowledge and understanding, presented in a clear and logical format.</p> <p>Comprehensive linkages evidenced so that lines of reasoning are well supported, clear and concise.</p> <p>Displays a well-developed and logical discussion supported throughout by sustained application of relevant evidence from the context.</p>



SAMPLE ASSESSMENT MATERIALS (SAMs)



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