



Mark Scheme (Results)

June 2014

NQF BTEC Level 1/Level 2 Firsts in  
Hospitality

Unit 9: How the Hospitality Industry  
Contributes to Healthy Lifestyles  
(21617E)

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## 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 penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. 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 also 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.

Question Number	Answer	Mark
1	C Eating meals regularly	1

Question Number	Answer	Mark
2	A Heart disease C Diabetes	2

Question Number	Answer	Mark
3	B Five portions per day	1

Question Number	Answer	Mark
4	21 twenty-one  Accept any misspelling.	1

Question Number	Answer	Mark
5(a)	<p>Award <b>one</b> mark for each food example.</p> <p><b>Meat</b></p> <ul style="list-style-type: none"> <li>• Liver</li> <li>• Beef</li> <li>• Turkey</li> </ul> <p><b>Fruit</b></p> <ul style="list-style-type: none"> <li>• Banana</li> <li>• Avocado</li> </ul> <p><b>Cereals/Nuts</b></p> <ul style="list-style-type: none"> <li>• Oats</li> <li>• Brazil Nut</li> <li>• Rice</li> </ul> <p>Accept any other appropriate response. Accept any specific named product examples.</p> <p style="text-align: right;">(3x1)</p>	3

Question Number	Answer	Mark
5(b)	<p>Award <b>one</b> mark for each named oily fish up to a maximum of <b>three</b> marks.</p> <ul style="list-style-type: none"> <li>• Herring</li> <li>• Mackerel</li> <li>• Pilchard</li> <li>• Sardines</li> <li>• Trout</li> <li>• Tuna</li> <li>• Salmon</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(3x1)</p>	3

Question Number	Answer	Mark
6(a)	<p>Award <b>one</b> mark for each method of cookery.</p> <p><b>Sirloin steak</b></p> <ul style="list-style-type: none"> <li>• Grilled</li> <li>• Griddled</li> <li>• BBQ</li> </ul> <p><b>Eggs</b></p> <ul style="list-style-type: none"> <li>• Poached</li> <li>• Boiled</li> <li>• Scrambled without added fat</li> </ul> <p>Accept any other response that allows for fat draining and/or no added fat.</p> <p style="text-align: right;">(2x1)</p>	2

Question Number	Answer	Mark
6(b)	<p>Award <b>one</b> mark for a reason and a further <b>one</b> mark for expansion/justification up to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• Steaming does not require additional additives/salt (1) because steaming retains the natural flavour of the food (1)</li> <li>• Steaming retains the nutrients of the food (1) because the nutrients are not transferred to cooking liquids that drain away (1)</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(1x2)</p>	2

Question Number	Answer	Mark
7(a)	<p>Award <b>one</b> mark for any of the following up to a maximum of <b>three</b> marks.</p> <ul style="list-style-type: none"> <li>• High in carbohydrates</li> <li>• High in fat</li> <li>• Fried</li> <li>• Mainly processed food</li> <li>• No fresh fruit</li> <li>• Limited choice of fresh vegetable/salad</li> <li>• No fish</li> <li>• Main source of protein is meat</li> <li>• Only one vegetarian option</li> <li>• Some options are high in calories</li> </ul> <p>Accept any other appropriate response. Do <b>not</b> accept answers relating to special dietary requirements.</p> <p style="text-align: right;">(3x1)</p>	3

Question Number	Answer	Mark
7(b)	<p>Award <b>one</b> mark for any of the following.</p> <ul style="list-style-type: none"> <li>• Chicken with braised potatoes</li> <li>• Spaghetti Bolognese with gluten free pasta</li> <li>• Quorn with gluten free sweet and sour sauce</li> <li>• Wild rice risotto with vegetables</li> <li>• Poached fish with tomatoes</li> </ul> <p>Accept any other appropriate response. All foods must be naturally gluten free or stated as gluten free. Do <b>not</b> accept ingredients that could not be added to the menu on their own.</p> <p style="text-align: right;">(1x1)</p>	1

Question Number	Answer	Mark
8(a)	<p>Award <b>one</b> mark for any of the following up to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• Grown/produced in specific soil conditions</li> <li>• No pesticides</li> <li>• No preservatives/additives have been used</li> <li>• Minimally cleaned</li> <li>• Not/less uniform</li> <li>• Less/minimally processed</li> <li>• No antibiotics</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(2x1)</p>	2

Question Number	Answer	Mark
8(b)	<p>Award <b>one</b> mark for each action up to a maximum of <b>three</b> marks.</p> <ul style="list-style-type: none"> <li>• Source producers/suppliers</li> <li>• Identify appropriate products</li> <li>• Determine cost price</li> <li>• Determine selling price</li> <li>• Determine availability/seasonality of products</li> <li>• Plan for menu changes/staff training</li> <li>• Trial product</li> <li>• Sales/Marketing</li> <li>• Review product for quality/sales/performance</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(3x1)</p>	3

Question Number	Answer	Mark
9(a)	<p>Award <b>one</b> mark for a reason and a further <b>one</b> mark for expansion/justification of reason up to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• The employees will feel valued (1) because the company is investing in their health/wellbeing/leisure activity (1)</li> <li>• Employees will feel fit and healthy (1) so they will associate their wellbeing with the hotel (1)</li> <li>• Would need a higher salary to leave (1) because employees would have to pay for their own membership (1)</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(1x2)</p>	2

Question Number	Answer	Mark
9(b)	<p>Award <b>one</b> mark for a benefit to the company and a further <b>one</b> mark for expansion/justification of benefit up to a maximum of <b>two</b> marks each.</p> <ul style="list-style-type: none"> <li>• Reduced sickness/absence (1) because staff are not tired/stress/overworked/have more free time/are motivated (1)</li> <li>• Increased efficiency/effectiveness /increased uniformity/quality of product (1) because staff can maintain focus/consistency of approach (1)</li> <li>• Can recruit staff from a wider area (1) because travel time is less (1)</li> <li>• They will have chefs all day/from 2 pm until 6 pm (1) therefore they could serve between 2 pm and 6 pm/increased business/afternoon tea (1)</li> </ul> <p>Accept any other appropriate response. Do <b>not</b> accept any benefits to the employee – e.g. staff are able to spend more time at home with their families.</p> <p style="text-align: right;">(2x2)</p>	4

Question Number	Answer	Mark
10	<p>Award <b>one</b> mark for identifying diet consideration and a further <b>one</b> mark for expansion/justification up to a maximum of <b>two</b> marks each.</p> <ul style="list-style-type: none"> <li>• Food needs to be soft (1) because some elderly people have difficulties with chewing/digestion (1)</li> <li>• Drinks/soups need to thick (1) because some elderly people have difficulty swallowing/can enter lungs (1)</li> <li>• Food needs to be well-seasoned/appealing (1) because some elderly people need to be motivated/tempted to eat (1)</li> <li>• Smaller portion sizes need to be available (1) because some elderly people have smaller appetites (1)</li> <li>• Need a balanced diet (1) in order to keep up wellbeing (1)</li> <li>• Need to cater for special diets (1) because some elderly people have conditions/illnesses that affect their diet (1)</li> </ul> <p>Accept any other appropriate response. Do <b>not</b> accept any response related to cost/budget considerations.</p> <p style="text-align: right;">(2x2)</p>	4

Question Number	Answer	Mark
11	<p>Award <b>one</b> mark for identifying a reason and a further <b>one</b> mark for expansion/justification up to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• To be able to answer questions from customers about MSG (flavour enhancer) (1) because of implications for allergic reactions (1)</li> <li>• To comply with government regulations (1) by making sure that the menu items are accurately described (1)</li> <li>• To be able to add warnings to the menu (1) so that customers with intolerance are not made ill accidentally (1)</li> <li>• To train staff (1) to accurately/safely inform celiac customers it contains barley (1)</li> <li>• To inform a diabetic customer it contains glucose (1) because the assumption is that it is a savoury product (1)</li> <li>• To see that the product includes E numbers (1) because some customers ask if products contain E numbers/because some E numbers can trigger difficult reactions – e.g. hyperactivity (1)</li> <li>• To reassure customers with nut allergies (1) because there is no warning on the label about traces of nuts (1)</li> </ul> <p>Accept any other appropriate response. Do not accept responses that relate to organic produce as it is not a requirement of the Food Labelling Act.</p> <p style="text-align: right;">(2x2)</p>	4

Question Number	Answer	Mark
12(a)	<p>Award <b>one</b> mark for identifying a constraint and a further <b>one</b> mark for justification up to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• It would have to be marketed (1) to increase the appeal of the hotel (1)</li> <li>• The cost must be taken out of the profit from 100 rooms (1) and this may not be enough/may reduce margins too much (1)</li> <li>• There are not enough staff/more staff will be needed (1) as the gym will need an attendant (1)</li> <li>• The gym will be far from the hotel reception (1) so it will need its own reception/cannot be offered to non-guests (1)</li> <li>• The hotel is not in a residential area (1) so cannot offer gym to non-guests for income (1)</li> <li>• The income from the conference room will be lost (1) so the gym would need to provide income/increase occupancy rates/increase hotel profit (1)</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(1x2)</p>	2

Question Number	Answer	Mark
12(b)	<p>Award <b>one</b> mark each up to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• They need to exercise to help concentration/reduce stress</li> <li>• They are often sitting/sedentary</li> <li>• They need the availability/convenience/are time-pressured/have irregular schedules</li> <li>• They are unavailable during the day</li> </ul> <p>Accept any other appropriate response.</p> <p style="text-align: right;">(2x1)</p>	2

Question Number	Indicative Content	
12(c)	<p><b>Provide healthier food</b></p> <ul style="list-style-type: none"> <li>• Provide lighter meals with a balance of food items to meet nutritional demands.</li> <li>• Cater for some special diets with adjustments to existing menu such as low salt, gluten free, and other food intolerances.</li> <li>• Provide vegetarian dishes.</li> <li>• Provide a range of hot and cold drinks to include bottled waters, juices, pressed fruit, and decaffeinated drinks.</li> <li>• Manage and review suppliers to obtain new and healthier ingredients and commodities.</li> <li>• Provide 24-hour food service so healthy options are always available to fit in with unpredictable working hours.</li> <li>• Produce new menus, drinks lists, menu boards and promotional flyers to highlight healthy products/dishes in the restaurant.</li> <li>• Provide information using terminology that can be easily understood to identify where ingredients come from, nutritional and calorie values for each item identified, and items that are suitable for those on special diets.</li> </ul> <p><b>Aid rest and relaxation</b></p> <ul style="list-style-type: none"> <li>• Provide a choice of bedding, e.g. soft or firm pillows.</li> <li>• Temperature control in rooms.</li> <li>• Minimise noise by insulating rooms and using signs to remind guests that others may be sleeping.</li> <li>• Provide quiet areas for business travellers, e.g. a leisure library with newspapers, magazines, journals and books.</li> <li>• Expand gym to include a spa area/wet area with swimming pool or hot tub and sauna.</li> </ul>	8

Level	Descriptor
0 0 marks	No rewardable material.
1 1-3 marks	A few key points identified, <b>or</b> one point described in some detail. The answer is likely to be in the form of a list. Only one viewpoint considered. Points made will be superficial/generic and not applied/directly linked to the situation in the question.
2 4-6 marks	Some points identified, <b>or</b> a few key points described. Consideration of more than one viewpoint but there will be more emphasis on one of them. The answer is unbalanced. Most points made will be relevant to the situation in the question, but the link will not always be clear.
3 7-8 marks	Range of points described, <b>or</b> a few key points explained in depth. All sides of the case are considered and the answer is well-balanced, giving weight to all viewpoints. The majority of points made will be relevant and there will be a clear link to the situation in the question.

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