

Examiners' Report/ Principal Examiner Feedback

January 2012

PL Hospitality (HO201)
Paper 01

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Principal Learning Hospitality

Level 2 Introduction

This is the fifth series that this unit has been awarded. There were a relatively small number of candidate entries this series.

The standard of candidate responses for some questions was generally good; some responses however were only limited and more detail could have been provided in the longer response questions.

Some centres still misunderstand the level of demand and coverage required for this level of award, furthermore responses often reflected that of a Level 1 Foundation Diploma than that of a higher-level learner.

Generally the standard of written English in terms of communication skills has improved, although the longer answers had responses that contained errors in syntax, grammar and spelling.

In some instances the relatively poor quality of some written English made the marking of a few papers difficult.

Some candidates still lack exam technique and spent time re-writing the questions in their own words before commencing with their answer. This takes up valuable time that might be spent providing fuller responses to the questions, thereby improving their overall marks.

The question paper contained some questions that were designed to provide an opportunity for A* candidates to gain higher marks. These questions accordingly acted as discriminators.

Level 2, Unit 1: Exploring the UK Hospitality Industry

(HO201)

Q1a

Question 1 was answered incorrectly by a number of candidates; the question required the learner to have an understanding of the hotel sector with many getting confused and providing sectors or companies rather than businesses that make up the sector.

Q2

In most instances a good response was found with this question with most able to provide at least two correct responses.

Q3

A mixed response was found with this question. Many candidates either provided four good responses or in some cases provided simple concierge tasks, therefore only one mark would be awarded.

Q4a

This question was answered well in most cases with candidates having no difficulty providing two suppliers to the industry.

Q4b&c

For the candidates who answered Q4a correctly, this part was answered well and correctly. The stem of the question, however, provided issues for those who answered Q4a incorrectly.

Q5

Many candidates provided a good response for this question with many able to provide adequate benefits to the industry.

Q6

Most candidates were able to provide a good response to this question with candidates able to explain why catering vacancies were hard to fill.

Q7

This question provided some of the strongest responses from the cohort; candidates were able to go into detail explaining the benefits of the use of electronic communications. Some responses, however, were limited and only provided a benefit to the customer or a hospitality business and not both.

Q8

This was another well answered question with candidates in most instances able to provide a good range of responsibilities of a coffee shop manager.

Q9

Some candidates provided a good response to this question; however a large number seemed to focus on improving grades in Food Technology as an opportunity to progress rather than focusing on catering qualifications and work experiences.

Q10a &b

Most candidates were able to interpret data and most answered this question correctly.

Q11

Most candidates understood the question and were able to provide adequate responses and demonstrated a good understanding of the best methods used for advertising vacancies.

Recommendations

- Centres must teach and encourage learners to read the questions accurately before they begin their answers.
- Centres must ensure all the content of the specification is covered before learners are entered for the external assessments.

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