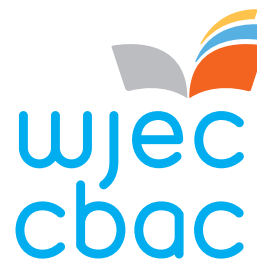


VOCATIONAL

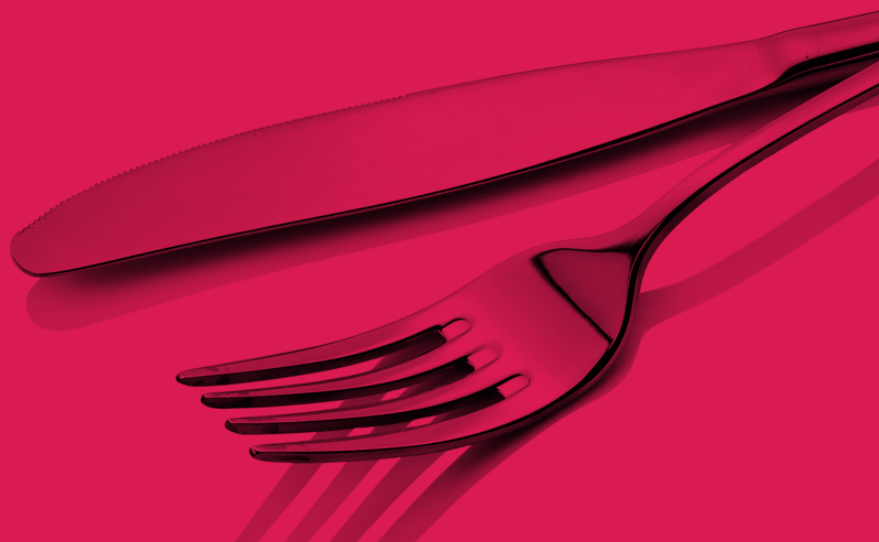


WJEC LEVEL 1 / 2 AWARD in HOSPITALITY AND CATERING

REGULATED BY OFQUAL AND CCEA REGULATION
DESIGNATED BY QUALIFICATIONS WALES

SAMPLE ASSESSMENT MATERIALS - EXTERNAL

Teaching from 2016
For award from 2018





WJEC LEVEL 1/2 AWARD IN HOSPITALITY AND CATERING

England and Wales

SAMPLE EXTERNAL ASSESSMENT

UNIT 1: Hospitality and Catering

First award 2018

Examination paper

The assessment method to be used for this unit is an online examination. For the purpose of this submission, the sample external assessment is accessible to Ofqual through this link:

<https://wjec.secureassess.co.uk/secureassess/SecureAssessDelivery.html>

To assist in the accreditation process, screenshots of each page are included within this document.



LEVEL 1 / 2 AWARD

XXXX/01

HOSPITALITY & CATERING

Sample Assessment Material - External Examination

1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

You are required to answer **all** questions (in all sections).

There are 90 marks available on this paper.

Quality of written communication will be assessed in question **X**.

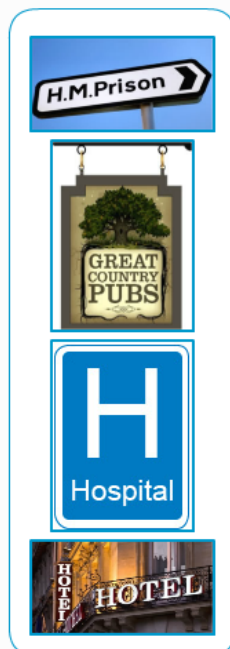
Type your answers into the spaces provided or as guided by the question. The length of your answer is not limited by the size of the text box. A scrollbar will appear as you continue to type.

Some questions might require you to navigate down the page using the scroll bar on the right of the screen.

1. The hospitality and catering industry is made up of commercial and non-commercial establishments.

Drag and drop each provider into the correct box.

[4]



Types of Establishments

(i) Commercial

(ii) Non-commercial

2. Hospitality and catering providers offer a range of services.

(a) Describe the services provided by an airline.

[4]

(b) Describe the services provided by a fine dining restaurant.

[4]

3. Specialist equipment is used in commercial kitchens.

Identify each piece of equipment by matching the picture to the description. Drag and drop the images into the correct description box.

[3]



(i) used for cooking foods in oil or fat



(ii) used for steaming, braising, stewing but can't be used for frying



(iii) used for defrosting, reheating, steaming in small portions, faster cooking especially used for convenience foods.

4. There are different types of contracts of employment within the hospitality and catering industry.

Kate is a trained chef. She has two children, who need to be dropped off and collected from primary school each day.

The school day starts at 9am and finishes at 3.25pm. Kate cannot work on weekends, as she doesn't have anyone else to help to look after her children.

- (a) State the type of contract that would best suit Kate's needs.

[1]

- (b) Describe how this contract meets Kate's needs.

[4]

- (c) Kate has got a job as a chef. Describe the dress code required.

[4]

End of Question

5. In 2008-2009 the UK was hit by a recession and sales in the hospitality industry decreased.

Explain why sales within the hospitality sector could drop during a recession.

[6]

6. Describe **two** ways in which stock control is managed in a popular restaurant.

[4]

1.
2.

7. The James family want to stay in a hotel in London. Mr James is a wheelchair user, and he has two children, one aged 6 years and the other 18 months. This is the family's first visit to the city and they want to make the most of the attractions on offer.

The Kenyon Hotel



(a) Explain how the accessibility in this hotel will meet the needs of the James family.

[6]

(b) Explain how the free Wi-Fi service in this hotel will meet the needs of the James family.

[4]

End of Question

8. The use of technology can contribute to the success of hospitality and catering providers. Explain how technology affects the success of a hotel.

[6]

9. Milo's hotel displays a number of health and safety posters back of house.
One employer responsibility is to display health and safety posters.



- (a) Describe **two** other responsibilities of the **employer** to ensure personal safety of staff.

[4]

1.

2.

(b) Tick the box next to each statement to show if it is **True** or **False**.

[3]

(i) Salmonella is caused by eating rare steak ☐ True ☐ False

(ii) Bacillus cereus can be found in fried rice ☐ True ☐ False

(iii) Tuna is a high-risk food ☐ True ☐ False

(c) An allergic response to peanuts usually occurs within minutes after exposure.

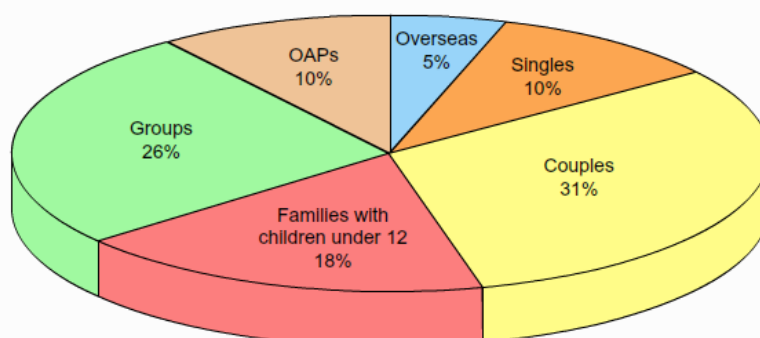
Describe the **signs** and **symptoms** that are displayed by someone with a peanut allergy.

[6]

End of Question

10. Remington Spa is a small quirky seaside town. It attracts visitors all year round as it has lots of historic features and hosts a number of events throughout the year. It has a number of fish and chip shops and cafés but places to stay overnight are limited.

Types of visitors to Remington Spa



(a) Suggest **two** types of accommodation that meet the needs of visitors to Remington Spa.

[4]

1.
2.

- (b) Review your suggestions for accommodation provision and justify which one is the most suitable to meet the needs of visitors to Remington Spa.


[9]

End of Question

11. The local council has approved your proposal to open a new accommodation provision in Remington Spa.

- (a) Produce a press release for a newspaper, which explains how the new accommodation provision will meet the needs of customers and the local residents of Remington Spa.

[8]

	NEWS
<div></div>	

(b) The new accommodation provision requires a visit from a local Environmental Officer, prior to opening.

(i) Describe the role of an Environmental Health Officer. [2]

(ii) Name and describe **two** responsibilities of the Environmental Health Officer. [4]

End of Paper



WJEC LEVEL 1/2 AWARD IN HOSPITALITY AND CATERING




SAMPLE EXTERNAL ASSESSMENT

MARK SCHEME UNIT 1: HOSPITALITY AND CATERING

**In addition to a mark scheme, examiners will be supported by
marking conferences and exemplar material**

MARKSCHEME

Questions	Answers	Marks
1.	<p>Types of establishments</p> <p>Award 1 mark for each H&C establishment placed in the correct box.</p> <p>Commercial establishments Hotel Pub</p> <p>Non-Commercial establishments Prison Hospital</p>	4
2. (a)	<p>Describe services provided by an airline.</p> <p>Award up to 4 marks.</p> <p>Level 1 Award 1-2 marks. Outlines in general (basic) the services provided by airlines. Response is limited in detail mainly listed/bullet pointed.</p> <p>Level 2 Award 3-4 marks. Outlines and gives a clear description of different types of service offered by airlines.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded.</p> <p>Sample Level 1 Offering hot and cold food to customers. Offers drinks and blankets for long haul flights.</p> <p>Sample Level 2 The airline may offer a number of different services to meet different customer needs. For example offering a wide variety of different dietary required food choices on-board. The services offer to customers who are upper-class the airline will offer private 1st class lounge, boarding priority, long haul they offer a variety of luxury menus, fully flat reclining seats/beds with free complimentary bag of essential facial treatments, eye mask and ear plugs. More baggage allowance than standard customers, power points at each area, with bed and desk.</p>	4
(b)	<p>Describe services provided by a fine dining restaurant.</p> <p>Award up to 4 marks.</p> <p>Level 1 Award 1-2 marks. Outlines in general (basic) the services provided by a fine dining restaurant.</p> <p>Response is limited in detail mainly listed/bullet pointed.</p>	4

2.(b) (cont.)	<p>Level 2 Award 3-4 marks. Outline and clear description of the different types of services offered by a fine dining restaurant.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded.</p> <p>Sample Level 1 Fine dining plated service/waitress/waiter. 1st class food and service with luxury surroundings. (Some learners may state posh which would not warrant a mark on its' own.)</p>	
	<p>Sample Level 2 Fine dining restaurant services would be of a high quality, with highly trained staff at front of house, possibly a Michelin starred head chef at back of house with the finest quality ingredients normally locally sourced. The ambience would be classed as a service provided by a fine dining restaurant, learners may describe the surrounding as luxurious and high-class ambience. Table service with trained waitress/waiter wearing formal attire. Waiters/waitress will know the detail of the menu and where the ingredients are source, they would be able to suggest a wine to go with each individual course. They would offer the best wines, champagnes and liqueurs. Some learners may make reference to the detailed knowledge that staff knows about surrounding area and places to go after meal.</p>	
3.	<p>Specialist equipment.</p> <p>Award 1 mark for each correct answer.</p> <div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">    </div> <div style="flex: 1; border: 1px solid black; padding: 5px;"> <p>Deep fat fryer</p> <p>Used for cooking foods in oil or fat</p> <p>Steam oven/convection oven</p> <p>Used for steaming, braising, stewing but can't be used for frying.</p> <p>Microwave</p> <p>Used to defrosting, reheating, steaming in small portions, faster cooking especially used for convenient food</p> </div> </div>	3

4.	(a)	<p>Contracts of employment.</p> <p>Award 1 mark for each correct response.</p> <p>Part time/flexi contract.</p>	1
	(b)	<p>Award 1 mark for each correct response up to a maximum of 4.</p> <p>Indicative content</p> <ul style="list-style-type: none"> • part time work means that Kate will work less than 40 hours a week • Kate will have time to drop and pick her children off at school • fits around family routine/holidays • maybe able to claim working tax benefits • flexibility to meet family needs, personal obligations, and life responsibilities conveniently • reduced consumption of employee commuting time and fuel costs • avoids traffic and the stress of commuting during rush hour • increased feeling of personal control over schedule and work environment • reduces employee burnout due to overload • reduce external child care costs <p>Award 0 marks. No response or quality of response not sufficient for a mark to be awarded</p>	4
	(c)	<p>Describe the dress code Kate requires as head chef.</p> <p>Award up to 4 marks.</p> <p>Level 1 Award 1-2 marks. Outlines in general (basic) Kate's dress code as a chef. Response limited in detail mainly listed/bullet pointed.</p> <p>Level 2 Award 3-4 marks. Outline and a clear description Kate's dress code as a chef.</p> <p>Award 0 marks. No response or quality of response not sufficient for a mark to be awarded</p> <p>Sample Level 1 (basic outline of the dress code) Kate would need to wear her hair up in a chef's hat. Wears chef whites with apron.</p> <p>Sample Level 2 Kate would need to be wearing clean, ironed chef whites with a buttoned through top. This would be worn with a clean, ironed white apron. Kate's trousers would be chequered chef trousers, clean and ironed. Black non-slip backed shoes to be worn, no open toed shoes. Kate may wear a toque or chef's hat. A neck chief.</p>	4

5.	<p>Explain why sales within the hospitality sector could drop during a recession.</p> <p>Award up to 6 marks.</p> <p>Level 1 Award 1-2 marks. Outlines in general (basic) the factors affecting the hospitality and catering industry (H&C). Response is limited in detail, mainly listed.</p> <p>Level 2 Award 3-4 marks. Clear explanation of how a recession could affect the hospitality and catering industry. Statements are included which are relevant, with, detailed reasoning to the effects of a recession on the hospitality and catering industry.</p> <p>Level 3 Award 5-6 marks. In-depth explanation of the effect the recession had on the hospitality and catering industry. Evidence contains detailed reasoned statements, which are relevant to the effects the recession had on hospitality and catering industry.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded</p> <p>Sample Level 1 A recession may reduce spending on eating out/holidays/going out to pubs and clubs.</p> <p>Sample Level 2 During a recession spending is restricted on luxury items/travel/eating out. People are more careful with their money. People may lose jobs during a recession, so limited spending within the hospitality and catering industry. Credit crunch could be mentioned, with simple explanation. H&C industries closing down due to lack of financial support.</p> <p>Sample Level 3 A recession will restrict spending by most on “luxury” items such as holidays/eating out and breaks away. People may lose jobs during a recession so money will not be freely available for “luxuries” such as holidays/eating out/takeaway’s. It can cause a slowdown in economy, meaning less spending. Less money being spent equals jobs being lost in hospitality and catering and other industry. Credit crunch causes shortages/limited finance and disposable income, loss of confidence in final sector. No credit being given, hospitality and catering businesses suffering as not being able to expand or be helped out during the down turn.</p>	6
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6.	<p>Describe two ways stock control is managed in a popular restaurant.</p> <p>Award up to 4 marks.</p> <p>Level 1 Award 1-2 marks. Outlines in general terms (basic) this maybe bullet point with some or little description.</p> <p>Level 2 Award 2-3 marks for 2 ways stock control is managed, with a detailed description of each.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded</p> <p>Response may be in bullet point with a brief description of each point.</p> <p>Sample Level 1 Look at what has sold before to order in those popular food items. The chef communicating with the person who orders in the food or if he/she orders themselves to look at wastage to prevent this happening again. Looking at sales at what's not selling and making sure less is ordered in. Stock rotation, so older food stuffs are used first and newer food dates are placed at the back behind older food stock.</p> <p>Sample Level 2 Looking at (Analyse) previous week or day's sales in order to predict the trend of food that would need to be ordered. Stock management involves creating a balance between meeting customers' needs whilst at the same time minimising waste. Accurate forecasting of demand so that products do not have to be thrown away as often. Learners could also add information about special deals or holidays to know when busiest time is in order to order in more food items.</p>	4
7 (a)	<p>Explain how the accessibility in this hotel will meet the needs of the same family.</p> <p>Award up to 6 marks</p> <p>Level 1 Award 1-2mark Outlines in general, basic explanation of how disabled accessibility meets the needs of the James family. Response is limited in detail mainly listed.</p> <p>Level 2 Award 3-4marks. Clear explanation of how the hotel meets the needs of the James family in relation to the disability accessibility. Statements that are relevant, with detailed reasoning to the needs met for the James family.</p>	6

7. (a)(cont.)	<p>Level 2 Award 5-6 marks. Clear and detail explanation of how the hotel meets the needs of the James family in relation to the disability accessibility. Statements that are relevant, with detailed reasoning to the needs met for the James family.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded.</p> <p>Sample Level 1 Mr James is in a wheelchair and the hotel provides disabled accesses. Mr James would not have problems with accessing the room or hotel building.</p> <p>Sample Level 2 Mr James is wheelchair bound and would have difficulty with steps and space restrictions due to the size of the wheelchair and the amount of room needed to move around freely. The hotel offer disabled access, so this would not include steps but ramps would be used to aid with movement.</p> <p>Sample Level 3 Mr James is wheelchair bound and would have difficulty with steps and space restrictions due to the size of the wheelchair and the amount of room needed to move around freely. The hotel offer disabled access, so this would not include steps but ramps would be used to aid with movement. Learners would possibly make reference to the space within the room, that there would measurable space within the disabled room for free movement of a wheelchair. That there would be hand rails to aid with movement in the bathroom, possibility of a wheel in shower or wet room available. Doorways within the hotel are wheelchair friendly, with designated disabled toilets available on ground floor. Offering an alarm in the room or disabled toilet if Mr James is in need of help. Bedroom may contain power points and desk of wheelchair height in order to make sure Mr James stay is without problems. Learners may make reference to designated staff members who would help the James family in emergencies, such as a fire. That there is a wheelchair/disabled point for aid in emergencies.</p>	6
(b)	<p>Explain how the free wi-fi service in hotel will meet the needs of the same family.</p> <p>Award up to 4 marks.</p> <p>Level 1 Award 1-2 marks Outlines in general, basic explanation of how Wi-Fi accessibility meets the needs of the James family. Response limited in detail mainly listed.</p> <p>Level 2 Award 3-4 marks. Clear explanation of how the hotel meets the needs of the James family in relation to the Free Wi-Fi. Statements that are relevant, with detailed reasoning to the needs met for the James family.</p>	4

7.(b) (cont.)	<p>Sample Level 1 These maybe bullet points. The James family can use the free Wi-Fi to check social network sites, for games to entertain the children using a tablet.</p>	
	<p>Sample Level 2 The free Wi-Fi would meet the needs of the James family for several reasons. They could research online attractions that London has to offer. Use the free Wi-Fi to book these attractions or to check their email for vouchers in relation to the attractions. Possibly use websites such as Voucher code or Groupon to find the best deals for the James family. They could use the free Wi-Fi to checkout disability assesses within each attraction and the prices. It could meet the needs of the James family who may wish to use the Wi-Fi faculties to entertain the children by downloading a film or games apps. Helps the James family to stay connected, could use to face time/Skype relatives/Facebook or via other social networks.</p>	
8.	<p>Explain how technology affects the success of a hotel.</p> <p>Award up to 6 marks.</p> <p>Level 1 Award 1-2 marks. Outlines in general (basic) how technology can contribute to success of H&C providers. Response limited in detail mainly listed.</p> <p>Level 2 Award 3-4 marks. Clear explanation of how technology can contribute to success of H&C providers. Statements that are relevant, with detailed reasoning of how technology can contribute to the success of hospitality and catering providers.</p> <p>Level 3 Award 5-6 marks. In-depth explanation of how technology can contribute to the success of hospitality and catering providers. Evidence contains detailed reasoned statements, which are relevant to the use of technology within hospitality and catering.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded.</p> <p>Sample Level 1 Use of promoting hospitality and catering provides through the internet via Groupon and Vouchercode.</p> <p>Sample Level 2 Technology could help the success of the hospitality and catering business via social media promotion, Twitter/Facebook. Offering competitions to share and like their face book pages/twitter feed. To take advantage of search engines to promote their business at top of page. Promoting bloggers that have given the business good feedback. The use of trip advisor to strength their customer base.</p>	6

8. (cont.)	<p>Sample Level 3</p> <p>Technology could help the success of the hospitality and catering business via social media promotion, Twitter/Facebook. Offering competitions to share and like their face book pages/twitter feed. To take advantage of search engines to promote their business at top of page. Promoting bloggers that have given the business good feedback. The use of trip advisor to strengthen their customer base. To create their own web pages for customers to view the services provided. Using online booking service to make it easier for customers to book via phone or computer. Apps being created to send push notifications of special deals on celebration days, such as mother day/valentine.</p> <p>Technology could be used in the hotel as quick check in, processed via touch screen computer. Using technology to book out of a room and pay your bill wirelessly. Saving business people time in the morning. The use of handheld ordering tablets for restaurants to improve efficiently in order time and billing.</p> <p>Extended point of sale system (Epos) can improve business's efficiency and generate additional revenue.</p>							
9. (a)	<p>Award 0-2 marks for each correct response up to a maximum of 4 marks.</p> <p>Award 1 mark per basic response.</p> <p>Award 2 marks per detailed response.</p> <p>Level 1 Award 1 mark A basic response no explanation</p> <p>Level 2 Award 2 marks A response with explanation</p> <p>Answers could include reference to:</p> <table><tr><th>Responsibility: 1 mark</th><th>Explanation: 1 mark</th></tr><tr><td>Staff training</td><td><ul style="list-style-type: none">• remind staff of correct process for Health and safety• staff know and follow legal requirements• in order for staff to understand their legal requirement related to the job• staff to know how to deal with hazards</td></tr><tr><td>Risk assessments</td><td><ul style="list-style-type: none">• to protect themselves and other co-workers• staff understand the risks within the job• duty of care to employees</td></tr></table>	Responsibility: 1 mark	Explanation: 1 mark	Staff training	<ul style="list-style-type: none">• remind staff of correct process for Health and safety• staff know and follow legal requirements• in order for staff to understand their legal requirement related to the job• staff to know how to deal with hazards	Risk assessments	<ul style="list-style-type: none">• to protect themselves and other co-workers• staff understand the risks within the job• duty of care to employees	4
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(b)	<p>Award 1 mark per correct response up to a maximum of 3.</p> <p>(i) Salmonella caused by eating rare steak: FALSE</p> <p>(ii) Bacillus cereus can found in fried rice: TRUE</p> <p>(iii) Tuna is a high-risk food: FALSE</p>	3										
(c)	<p>Describe the signs and symptoms that are displayed by someone with a peanut allergy.</p> <p>Award 1 mark per point up to a maximum of 6.</p> <p>Answers could include;</p> <p>(i) Visible signs / symptoms</p> <ul style="list-style-type: none">someone with peanut reaction may develop hives and or itchingdifficulty to speak from airways closing. If you have a mild reaction, you may get a runny nose, itchy eyes, runny eyes, swelling of the tongue and or lipsif your reaction is worse, you may develop additional symptoms such as a, hoarse voice, wheezing, coughing.	6										

9.(c)(cont.)	<ul style="list-style-type: none"> • people who are allergic to peanuts may have a life-threatening reaction called anaphylaxis. Symptoms of anaphylaxis can include problems breathing and swallowing; vomiting and diarrhea; dizziness; swelling of the lips, tongue, throat, and other parts of the body; and loss of consciousness. Behaviour changes in children <p>(ii) Non - visible signs/symptoms</p> <ul style="list-style-type: none"> • blood pressure can drop severely, leading to loss of consciousness. Swelling of the throat and airways can cause difficulty breathing and swallowing • stomachache, feeling sick or tingling in your lips or tongue tight throat. Increase in heart rate 	
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10.	(a)	<p>Award one mark for the type of accommodation for Remington Spa and one mark for the correct description.</p> <p>Any commercial accommodation is acceptable</p> <table><tr><th>Type of accommodation</th><th>Descriptions</th></tr><tr><td>Hostel</td><td>Hostels provide budget-oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory and share a bathroom.</td></tr><tr><td>B&B</td><td>A bed and breakfast is a small lodging establishment that offers overnight accommodation and inclusive breakfast. Bed and breakfasts are private homes or family homes offering accommodation with fewer than 10 bedrooms available for commercial use.</td></tr><tr><td>Budget hotel</td><td>Small to medium-sized hotel establishments that offer a limited amount of on-site amenities that only cater and market to a specific demographic of travelers, such as the single business traveller. Most focused or select service hotels may still offer full service accommodations but may lack leisure amenities such as an on-site restaurant or a swimming pool.</td></tr><tr><td>National chain hotel</td><td>A chained-brand hotel is defined as a hotel brand with presence in two or more countries under the same brand.</td></tr><tr><td>Boutique hotel</td><td>Boutique hotel is a term used to describe small hotels in unique settings with upscale accommodations.</td></tr><tr><td>5 star hotel</td><td>These are hotels that offer only the highest level of accommodations and service. The hotel locations can vary from the very exclusive locations of a suburban area, to the heart of downtown. The hotel lobbies are sumptuous, the rooms complete with stylish furnishing and quality linens. The amenities often include: VCR's, CD stereos, garden tubs or Jacuzzis, in-room video library, heated pools and more. The hotels feature up to three restaurants all with exquisite menus. Room service is usually available 24 hours a day. Fitness Centers and valet and/or garage parking are typically available. A concierge is also available to assist you.</td></tr></table>	Type of accommodation	Descriptions	Hostel	Hostels provide budget-oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory and share a bathroom.	B&B	A bed and breakfast is a small lodging establishment that offers overnight accommodation and inclusive breakfast. Bed and breakfasts are private homes or family homes offering accommodation with fewer than 10 bedrooms available for commercial use.	Budget hotel	Small to medium-sized hotel establishments that offer a limited amount of on-site amenities that only cater and market to a specific demographic of travelers, such as the single business traveller. Most focused or select service hotels may still offer full service accommodations but may lack leisure amenities such as an on-site restaurant or a swimming pool.	National chain hotel	A chained-brand hotel is defined as a hotel brand with presence in two or more countries under the same brand.	Boutique hotel	Boutique hotel is a term used to describe small hotels in unique settings with upscale accommodations.	5 star hotel	These are hotels that offer only the highest level of accommodations and service. The hotel locations can vary from the very exclusive locations of a suburban area, to the heart of downtown. The hotel lobbies are sumptuous, the rooms complete with stylish furnishing and quality linens. The amenities often include: VCR's, CD stereos, garden tubs or Jacuzzis, in-room video library, heated pools and more. The hotels feature up to three restaurants all with exquisite menus. Room service is usually available 24 hours a day. Fitness Centers and valet and/or garage parking are typically available. A concierge is also available to assist you.	4
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Hostel	Hostels provide budget-oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory and share a bathroom.																
B&B	A bed and breakfast is a small lodging establishment that offers overnight accommodation and inclusive breakfast. Bed and breakfasts are private homes or family homes offering accommodation with fewer than 10 bedrooms available for commercial use.																
Budget hotel	Small to medium-sized hotel establishments that offer a limited amount of on-site amenities that only cater and market to a specific demographic of travelers, such as the single business traveller. Most focused or select service hotels may still offer full service accommodations but may lack leisure amenities such as an on-site restaurant or a swimming pool.																
National chain hotel	A chained-brand hotel is defined as a hotel brand with presence in two or more countries under the same brand.																
Boutique hotel	Boutique hotel is a term used to describe small hotels in unique settings with upscale accommodations.																
5 star hotel	These are hotels that offer only the highest level of accommodations and service. The hotel locations can vary from the very exclusive locations of a suburban area, to the heart of downtown. The hotel lobbies are sumptuous, the rooms complete with stylish furnishing and quality linens. The amenities often include: VCR's, CD stereos, garden tubs or Jacuzzis, in-room video library, heated pools and more. The hotels feature up to three restaurants all with exquisite menus. Room service is usually available 24 hours a day. Fitness Centers and valet and/or garage parking are typically available. A concierge is also available to assist you.																

10. (b)	<p>Review suggestions for accommodation and justification which one is most suitable to meet the needs of the visitor's to Remington Spa.</p> <p>Award up to 9 marks.</p> <p>Level 1 Award 1-3 marks. Outlines in general the proposed idea for accommodation provision with some basic reasoning for choice. There will be some evidence of structuring information.</p> <p>Level 2 Pass Award 4-6 marks. Outlines detailed reasons for choice of the accommodation provision at Remington Spa. Learners will have used data from chart to justify decisions relating to the needs of the customer. Options are communicated in a logical structure and attempted to use appropriate tone and style. Use of the chart of the customer range visiting Remington Spa would be used to validate the provision to meet the needs of the customers.</p> <p>Level 2 Merit Award 7-9 marks In-depth explanation for the reasons of choice of accommodation provision, this is based on information sourced from the chart and data. Evidence contains detailed reason of how the provision would meet the needs of the visitors to Remington Spa. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Key points highlighted from the data provided from the chart. Selection and rejection would be evident and reasoning as to why.</p> <p>Award 0 marks. No response or quality of response is not sufficient or a mark to be awarded</p> <p><i>Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are only a guide of the justification the marks that can be awarded.)</i></p> <p>Sample Level 1 I have chosen chained budget hotel accommodation provision, as it would be a good choice for the 26% of groups that visit Remington Spa. Chained budget hotel provision is better as it will be a large hotel, which will be budget and would be cheap for groups to stay.</p> <p>Sample Level 2 Pass I have chosen a unique boutique hotel provision for the visitors of Remington Spa as the data clearly shows that there is a lot of couples 31% who visit Remington Spa. This accommodation provision would be ideal; as the boutique hotel would also meet the needs of single, overseas and the couples visiting the area. As its boutique it would be unique and special for those couples wanting a romantic break away or time to relax. The boutique hotel is also less appealing to families; this would be ideal for couples as there would be less noise, more chance of a relaxing stay within the hotel.</p>	9
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10. (b) (cont.)	<p>Sample Level 2 Merit</p> <p>I have chosen a unique boutique hotel provision for the visitors of Remington Spa as the data clearly shows that there is a lot of couples 31% who visit Remington Spa. This accommodation provision would be ideal; as the boutique hotel would also meet the needs of single, overseas and the couples visiting the area. As its boutique it would be unique and special for those couples wanting a romantic break away or time to relax. The boutique hotel is also less appealing to families; this would be ideal for couples as there would be less noise, more chance of a relaxing stay within the hotel. The least likely provision I would suggest is a B&B, this is because B&B are normally family run and quite limited with the number of rooms. Couples that are the highest visitor count to Remington Spa would probably not stay at a B&B, as it may seem less private and not romantic. The needs of a couple for hotel would be privacy, less noise, somewhere they can relax and be pampered. Ideally a romantic, but unique experience to enjoy one another's company.</p>	
11. (a)	<p>Produce a press release for a newspaper, which explains how the new accommodation provision will meet the needs of the local residents of Remington Spa.</p> <p>Award up to a maximum of 8 marks.</p> <p>Level 1 Award 1-3 marks. Outlines in general (basic) proposed idea for accommodation setting with some basic reasoning for choice. There will be some evidence of structuring information.</p> <p>Level 2 Award 4-6 marks. Outlines clear reasons for choice of the accommodation provision at Remington Spa. Communicated in a logical structure. Attempts to use appropriate tone and style. Maybe some attempt to highlight and communicate key points. Learners may have referred to data from chart to justify decisions relating to the needs of proposal. Use of the chart of the customer range visiting Remington Spa would be used to validate the provision to meet the needs of the customers.</p> <p>Level 3 Award 7-8 marks. Outline clear and detailed explanation for the reasons of choice of accommodation provision, this is based on information sourced from the chart and data. Evidence contains detailed reasoned of how the provision would meet the needs of the visitors to Remington Spa. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Key points highlighted from the data provided from the chart. Selection and rejection would be evident and reasoning as to why.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded</p>	8

11. (a) (cont.)	<p>Sample (please note chain budget hotel has been used for example purposes only)</p> <p>Level 1 The new chain budget hotel will benefit the visitors because it's cheap and suits most of the needs of the customer. The accommodation will benefit the community, as it will create more jobs.</p> <p>Level 2 Pass Remington Spa will be introducing a new-chain budget hotel. The hotel is a famous chained hotel and will cater for family, couples and offer a discount to OAP's. The hotel will have over 100 rooms, offering ground level rooms and family rooms. The new hotel will mean more visitors being attracted to our seaside town and the possibility that our visitors will stay with us for a longer period. This is great news to the local community, as this will generate income for all the local shops.</p> <p>Level 3 Merit Remington Spa will be introducing a new-chain budget hotel. The hotel is a famous chained hotel and will cater for family, couples and offer a discount to OAP's. The hotel will provide all facilities to meet all of our visitor's needs. The hotel will have over 100 rooms, offering ground level rooms for the elderly and disabled access. A number of family rooms will be provided, set on a designated floor to decrease noise. The new hotel will mean more visitors being attracted to our seaside town and the possibility that our visitors will stay with us for longer period. The hotel will generate 50 new jobs within the community. There is even more great news to our local community, as this will generate income for all the local shops and means that possible expansion will have the go ahead. <i>The learner may use images or the chart to convey their research.</i></p>	
(b)	<p>Describe the role of an Environmental Health Officer.</p> <p>(i) Award 1 mark for basic answer. Award full 2 marks for clear description of the job role.</p> <p>Award 0 marks. No response or quality of response is not sufficient for a mark to be awarded</p> <p>Sample: award 1 mark EHPs are officers who inspect premises to make sure they are safe and hygienic.</p> <p>Sample: award 2 marks EHO's are responsible for implementing and enforcing health policies maintain and safeguard standards relating to people's health and well-being. They will award premises with a food hygiene rating which is in public view.</p>	2

<p>11. (b) (cont.)</p>	<p>(ii) Award 1-2 marks for a basic response.</p> <p>Award 2-4 marks for full description of the responsibilities of the EHOP.</p> <p>Answers may include:</p> <ul style="list-style-type: none"> • carrying out routine or unplanned visits and inspections to ensure compliance with health and safety legislation and taking action to improve conditions • providing advice and assistance to householders and businesses • taking photos, producing drawings, removing samples and conducting interviews as part of the inspection process • investigating complaints from the general public • carrying out food hygiene and food standards inspections • investigating accidents at work and complaints about poor standards of health and safety, as well as identifying areas of negligence • investigating outbreaks of infectious disease and preventing it spreading any further • taking water samples to maintain and improve standards in public swimming and bathing areas as well as private water supplies • monitoring radiation activity, taking action when safety levels have been exceeded • issuing licenses for food providers • advising on planning and licensing applications • giving talks at public enquiries, meetings and exhibitions, as well as ensuring compliance through education, advice and enforcement • taking enforcement action, initiating legal proceedings, preparing and giving evidence in court • advising on health and safety issues in relation to new buildings and developments 	<p>4</p>
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Question No.	LO1				LO2			LO3			LO4					LO5		Total
	AC1.1	AC1.2	AC1.3	AC1.4	AC2.1	AC2.2	AC2.3	AC3.1	AC3.2	AC3.3	AC4.1	AC4.2	AC4.3	AC4.4	AC4.5	AC5.1	AC5.2	
1	4																	4
2a	4																	4
2b	4																	4
3					3													3
4a			1															1
4b			4															4
4c					4													4
5				6														6
6					4													4
7a							6											6
7b							4											4
8				6														6
9a								4										4
9b											3							3
9c															6			6
10a																	4	4
10b																9		9
11a										8								8
11b												6						6
	12	0	5	12	11	0	10	4	0	8	3	6	0	0	6	9	4	90
Total	29				21			12			15					13		90
	32%				23%			13%			17%					14%		