

WJEC Hospitality

Unit 1 Exam Booster

What To Expect?

- The exam is 90 minutes – some of you may be entitled to extra time!
- There will be questions covering all the topics we have covered in lessons.
- The real exam will be on a computer and you will be provided with spaces to type your answers, or drag and drop the correct responses into the right places.
- The mock will be the same types of questions but on paper.

How It's Graded

- The exam is out of 90 marks.
- **Estimated grading is as follows:**
- **30** marks out of 90 {minimum} needed for a **Level 1 Pass**
- **45** marks out of 90 {minimum} needed for a **Level 2 Pass**
- **62** marks out of 90 {minimum} needed for a **Merit**
- **78** marks out of 90 {minimum} needed for a **Distinction**

Different Types of Question

- Multiple Choice Questions
- Complete the Diagram/Table
- Written Questions
- Extended Writing Questions

Topics That May Come Up

- **Structure of the hospitality industry** - (Description, types of hospitality business e.g. hotels, the structure of staff within the business)
- **Job requirements and working conditions** - (Description, examples of skills needed, responsibilities, basic duties and working hours)
- **How the industry operates** – (What happens in different areas of the business, basic kitchen equipment and techniques, documents that could be found)
- **Health and safety** - (legal responsibilities such as RIDDOR; HASAWA; COSHH and PPE, Identifying personal risks, control measures)
- **Food related ill health** - (Food poisoning, allergies/intolerances, other poisonous substances, causes/symptoms, preventing ill health)
- **Food safety** - (food safety act, food labelling regulations, general hygiene practices/storing food etc, the environmental health officer)
- **Customer needs** - (Being able to review customer needs)
- **Review options for hospitality provision** - (advantages/disadvantage of different options, use of given information)
- **Recommend options for hospitality provision** - (propose ideas, JUSTIFY decisions, use of given information)

Multiple Choice Questions

- These questions will ask you to tick a box, sometimes there is a question with 4 or 5 options, other times there will be statements that need a tick for true or false.

2. Craig is a hotel receptionist at Bloomingdales Hotel.

(a) Identify the work pattern Craig is likely to work.

[1]

Tick (✓) the correct statement

(i) 9am-5pm with weekends and school holidays off.

(ii) Shift work including evenings, nights, weekends and public holidays.

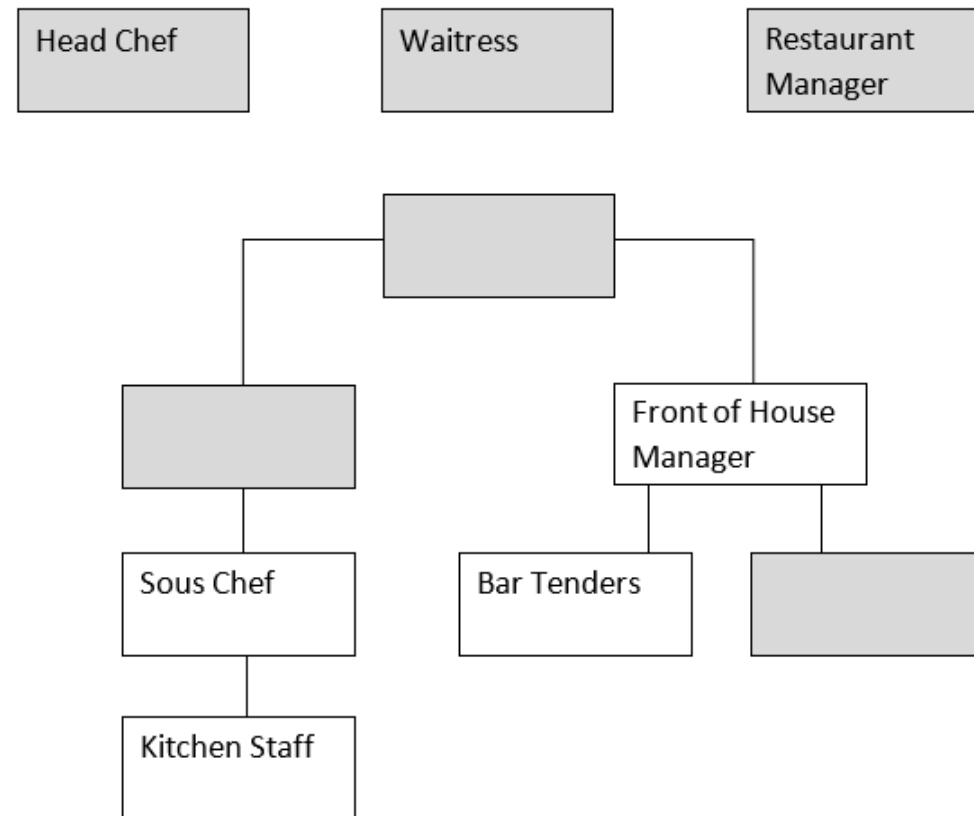
(iii) Night work with Christmas or New Year and bank holidays.

Complete The Diagram/Table

- Some questions will have an incomplete diagram or table, the missing information will be provided and you need to put it in the right place.

1. The diagram below shows the structure of a small restaurant within the hospitality and catering industry.

(a) Complete the chart below, placing the correct words into the boxes. [3]



Written Questions

- Some questions will ask you to explain or describe.
- The number of points you need to make does not directly relate to the marks it is worth.
- To get higher marks you need to explain/describe in more detail.

Chloe will use technology to help her find the best accommodation available.

(c) Explain how technology can influence customer accommodation choices. [4]

Extended Writing Questions

- These will be broken down into different parts.
- First, they will ask you to suggest provision

(a) Recommend two types of hospitality and catering provision suitable to meet the needs of the customers. [4]

- Then they will ask you to JUSTIFY.
- You get marks for HOW you write your answer not just how many points you make (bullet points will limit you to half marks or less)

(b) Justify the most suitable choice of hospitality and catering provision for White Post Farm. [7]

GOOD LUCK

Just do your best!!!