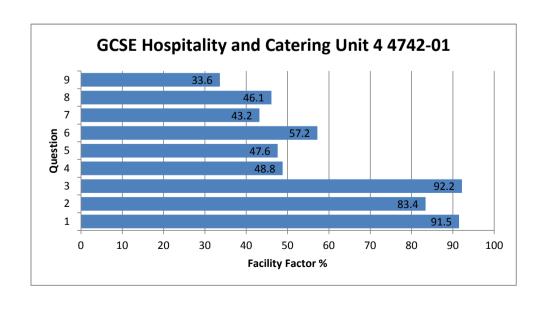


WJEC 2014 Online Exam Review

GCSE Hospitality and Catering Unit 4 4742-01

All Candidates' performance across questions

?	?	?	?	?	?	?	_
Question Title	N	Mean	S D	Max Mark	F F	Attempt %	
1	4048	2.7	0.6	3	91.5	100	
2	4038	2.5	0.8	3	83.4	99.8	
3	4040	2.8	0.6	3	92.2	99.8	
4	4044	2	1.3	4	48.8	99.9	
5	4048	5.7	2.3	12	47.6	100	\leftarrow
6	4047	8	2.8	14	57.2	100	
7	4048	6	2.9	14	43.2	100	\leftarrow
8	4043	5.1	2.3	11	46.1	99.9	
9	4023	5.4	3.2	16	33.6	99.4	\leftarrow



	be the main features of the food and service of a fast food outlet.
(i) fo	ood

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(ii) s	ervice
	ervice



(4742-01) **Turn over.**

		Examiner
(c)	Many of the food outlets will be serving 'fast food'.	only
	Describe the main features of the food and service of a fast food outlet. [6]	
	(i) food	
	The second technical of technical	
	The main features of jast	
	Cooked amickly.	
	The food is IJ-III neeks ad	
	he joba is highly prefered	
	full of havour but is	
	unhealthy as it is deep	
	cred. There is a vanety of	
	Good to choose Loom.	~
	It is usually junger/handheld food.	4742
	(ii) service - NO Cuttury	
	Service is quick as the	
	jood is made aucky	
	It is quick as there	
	is different 10% roles of	
	the state such as some	
	will be taking orders of	
	the till, others will be	
	Making the good and other	
	Staff / will be cleaning.	
	The austoners order their	
	food at the hill and pay	



Many of the food outlets will be serving 'fast food'.	Examiner only
Describe the main features of the food and service of a fast food outlet. [6]	
(i) food	
The main features of jast	
food is that it is	
"cooked quickly	4
The good is highly prefered	
by customers as et is	
full of flavour but is	
unhealthy as it is deep	
gred. There is a vanety of	
good to choose from.	4742
It is usually junger/handheld food	
(ii) service - No cuttury	
Service is amck as the	
jood is made auckly.	
It is quick as their	
is different 10% roles of	
the state such as some	
will be taking orders at	
the tall officers wall be	
Making the Jood and other	
Making the food and other Staff Mill be cleaning.	
Tray out the deading.	
The Customers order their	
1000 ar me nu and pay	



(c)

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[6]

The food served at a fast
food outlet tend to have very
food that can be cooked
quickly for exemple a burger,
Chicken or a warm sombifet
we sondwhitch it is normally served
on in a cook paperboard container
altong with free a side and

Describe the main features of the food and service of a fast food outlet.

(ii) service

Fastfood Service is Still responsable

Por hoving good customer Core,

The Service is usually at a

counter and is under a 2 minuale

wait fast food usually has an

option at eating in or taking

away and want have cuttery,

napuns or table cidthes on the

table. There is a counter where

you can called condaments end

you are expected to clear your rubish

From your table as you leave.



(c)	Many of the food outlets will be serving 'fast food'.		only
	Describe the main features of the food and service of a fast food outlet.	[6]	
	(i) food The Good Served at a fast Bood outlet tend to have very About that can be cooked quilly, for example a burger, Chicken or a warm somethift we sondwhitch it is normally serve on in a core paperboard container altong with frees a side and a fricty drule.)	4742 010000
	fastfood Sorvice is Still responsable for having good customer care, The Service is usually at a counter and is under a 2 minual wait fast food asally has an option at eating in or taking away and wont have cuttery, happens or table clothes on the table. There is a counter where you can called condaments and you are expected to clear your rubis from your table as you leave.		

0 5

Turn over.

[6]

(c) Many of the food outlets will be serving 'fast food'.

Describe the main features of the food and service of a fast food outlet.

(i) food

The food is high in fox and is

USANLY IN CORRECT IN FAIR

ALSO the food is high in sout:

He wantly processed food foot

food

Sixt as bagers, free, freed charan

and charen aggress it is as ally

correctly foods but some provide

Souds and water. There are really

high sugar be erropes such as care

and amonade but they do soully

Sell tees and coppose as well.

The service is quick. Law skill

Level employees are can do to

It is country a content service

where people que and ext pay

at a cash register. Stoff are

usually very frendly, end mans

are usually on boards around the

oblish, so customers have casy

access to them. Service is

and actual to both the ascomer and actual it is benificial to the customer because its quick and not time consuming, this also means the actual motes make money more

QUICKLY.

Turn over.

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[6]

Many of the food outlets will be serving 'fast food'.

Describe the main features of the food and service of a fast food outlet.

(i) food

The good is high in fat and is usually a cooked in fat finers. Also the food B high in salt. It is usually processed food fost tood where wally sell bicers , fres , fred choxan charen niggers. It is usually unrealthy foods but some prouds Souds and water. There are high sugar becerages such as care sey teas and consons teas and coffees (ii) service

The service is quick - Law skill Level carpiages are can do it. HIS OSIALLY a CONTER SENICE where people are and as pay at a cash register Stoff are usually wery frendly and menus are usually on boards around the orbut, so assumers have casy to them. Service is

epan bentital to both the ascorber active. It is benificial to customer because its quick and not time consuming, this also means artist makes more money mare

quickly. @ WJEC CBAC Ltd.

(4742-01)

Turn over.

(b) Explain how an organisation can measure customer satisfaction. [4	Customer	Care is one of the most important aspects of a successful hospitality b	usiness.
	(b) Expla	in how an organisation can measure customer satisfaction.	[4]
			•••••••••••••••••••••••••••••••••••••••



(b) Explain how an organisation can measure customer satisfaction.	[4]
· Ensuring that customers are	*************
rappy:	nomonomic
"Have a ratings function	
·Have a comments box.	
·Ask the customer.	**********
	conceensors made



(4742-01)

(b) Explain how an organis	sation can measure c	ustomer satisfaction.	
· Ensuring t	hat cus	tomers are	**************
land			
· Have a rat	inos fun	ce.on	
· Hair a con	nments k		
00k 160			*********************
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(4742-01)

(b) Explain how an organisation can measure customer satisfaction.	[4]
An organisation can measure customer sate	Staction
by handing out surveys and looking at t	
feedback They could also ask the customer b	
they thought and it they enjoyed the experie	
for face to face feedback by measuring so	Ĥ
what it is what they're doing right and	
what needs to be improved if they impr	
it then the customer sunspection would	
improve:	*******************



(4742-01)

An organisation can measure customer satisfaction by handing out surveys and booking at the feedback. They could also ask the customer what they thought and if they enjoyed the experience, for face to face feedback by measuring sex customer satisfaction they are able to that that they're closing right and what it is that they're closing right and what needs to be improved if they improve at their the customer satisfaction would also	(b)	Explain how an organisation can measure custom	ner satisfaction.	[4]
feedback. They could also ask the customer what they thought and it they enjoyed the experience, for face to face feedback. By measuring see customer satisfaction they are able to that what it is what they're cloing right and what needs to be improved if they improve	łn	organisation can measure	customer satisfact	70n.
they thought and if they enjoyed the experience, for face to face feedback by measuring sec cuspmer satisfaction they are able to that what it is that they're doing right and what needs to be improved if they improve				L.
for face-to-face feedback. By measuring seconsomer Satisfaction they are able to that what it is what they're cloing right and what needs to be improved if they improve	t ec	black. They could also ask	the customer what	
customer Satisfaction they are able to that what it is what they're doing right and what needs to be improved if they improve	hey	thought and it they en	suyed the experience,	
what it is what they're doing right and what needs to be improved if they improve	ler	face to face feedback by	measuring see	
what needs to be improved if they improve	45/	omer Satisfaction they a	rne able to ##	1-99-01-99-0
	sha	at it is what they're do	ing right and	
t then the customer Sunspection would also	sha	it needs to be improved	1. If they improve	
	<i>!</i>	then the customer Suns,	taction would also	
mpiore	mpi	oze:		



(4742-01)

(b) Explain how an organisation can measure customer satisfaction. [4]
Organisations can measure
customer care by a providing
online questandires or comment blogs
Where guests can review their
expirance, Staff can lister to
Verbal headback given by the
customer and rave into account what
they think Customers can be given
paper comment cords to State what
they enjoyed, what can be improved
on and rate the expirence that
they have had.



(4742-01)

(b) Explain how an organisation can measure customer satisfaction. [4]
Organisations can measure
Customer care by a providing
online questonaires or comment blogo
Exprence, Staff can listen to
verbal headback given by the
Customer and take into account what
they think customers can be given
paper comment combs to State what
on and rate the expirence that



(4742-01)

(c) Discuss how the hotel can ensure the safety of their guests during the evening.	[6]
	············



the	venue/100m of the event. This is so they
C91	1 seems bozzine posses the con accor
<i>s</i> 00	prevent them. There should be a gire only
o6	or near the room and the guests should
be	swire of this st the went. There show
	les or a tire exeludivisher in the 100
o. C	the event in case of a give. Any
	loose wires should not be kept
$N_{\mathcal{H}}$	way of the gueses. They should be
	of the most to become dieses evitor
	eadeclockes should not east the
	floor so grees do no erip
	and here themselves. The room should
00 1	been cleaned meaning there is no
	objects for guests to have /trip
	. The byout of the room should also
	be considered. This is so there is enough
	ce for the guests to move around.
	r example, not putting the tobes close
	together.
	sogara:



	he hatel should colore a list assessment of
***************************************	the venue/room of the event. This is so they
22277777	can assess bossible passess the can occil
	and prevene them. There should be a gire exit
	door near the room and the guests should
wanesi.	be sware of this at the event. There should
2011114	also be a time extinguisher in the room
	of the event in case of a pire. Any
(6).000(1)	Loose when should not be kept
3	n's way of the greats. They should be
	OF of the MON to therew Breezes FLIDDING
	they estectoches should not each the
	cloor so gueses do na erip
2000000	and here themselves. The room should
e	t peer cleared meaning there is no
-544,000	objects for quests to hare/trip
STREETS	on. The layout of the room should also
	be considered! This is so there is enough
	space for the guests to move around
ø	For example, not putting the tobes close
*******	together.
	()******:



@ WJEC CBAC Ltd.

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g vests	durine	the ev	ering !	y Shaw	nig
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event of	a fine c	nd his	huightin	y the r	recrept
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tables	merced o	awery fer	spauj	orager	reate
room u	-e01 ·				
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the cor			d So or	100 V1 700 TO	ffect
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grests during the evening by showing then the procedure for evacation in the	
event of a fine and highlighting the nearest	<u>)</u>
fire exit. They should ensure they have fully	
trained first aid personell on sittle. They	
must make sure the CCTU is working fully	
and are able to note any Suspicious Circumst	arces
As there will be a disco, they should erson	
any spillages are cleared up quickly and	\supset
tables neved away for spall; or a gepeate	
Poch vited.	
The feed served should be fully cooked+	
very het; it must be clearly labelled or	
the contents explained so as not to effect	
any grests with allegies.	
	5
END OF PAPER	
LID OF FAFEIX	£



Examiner

(c)	Discuss how the hotel can ensure the safety of their guests during the evening. [6]	1 E
A.C.	During Hu evening, arrests should be save.	
	The Note 1 coun emsure the known is a	***
	Suitable sto for the amount or marale so	*
	there is no nexcurrence. There word	*
	to connecte a lost anomal soins	4
(24)), (44)	to the event. They Should income	
eeel relita r	Challed a Marchy Survey Christial or the	
	musts duly war arrival of the	
enne-r	The unit in costs a fire was to	*
	occur. They should provide whelichair	***
na) (414)	access it to b required when seiting	We :
	the table, no table cloths should be	
	trailing on the floor is this could	*
	lead to quests tripping I harp objects	
	Juch as unixes should not be	
	placed on the edges of the table as	
	they could kall and alsonesses hurt	
	same one. If their is only spillages	
	It should be closmod immodiation	
enomence)	to proport valling or laction	
	Classic Latting or have a	
901900000	CIEWI WET FLOOR SIGN.	
corpocco		4
	HAHASIS OMBISCHOMBASISHESI PASTALISI CISACTALISISISISTALI PASSILANI.	



	Examiner
(c) Discuss how the hotel can ensure the safety of their guests during the evening.	[6]
bunng the evening, quests should be safe.	
The have consure the voom is a	
SMITURDE SILE FOI THE WINDLEFT OF FREGILE SO	enne.
there is no over crowding. They need	******
to complete a nsh assistment price	
to the event. They should inform	\bigcirc
quests clearly upon arrival of the	4044449
rire dill in chite a cire was to	
occur. They should ovovide wheelchair	
access in the in vocability of - when setting	
the table, no table light should be	117111111
trailing on the account of this could	
local to allecte tripping : There objects	
Nich as Sanikes Classific inchiles	
Otogod do ha adam of the table of	
have a on the eagls of the table as	
they could fait and anothergon nut	
sumeone. If their is any spillages	P
It should be cleaned immodiatles	*********
to prevent falling or have a	
Clear wet floor clap:	
	(********
	taking taking
	5
END OF PAPER	
LID OF TAILS	1.10

