

**Paper 2A : Hospitality  
Marking Scheme**

**Sample paper**

**1 hours**

**(Scenario based responses) - 50 marks**

**Candidates must answer all the questions from this section, the marks for each question is indicated in bracket [ ]. Please note that these questions are sample examples only; actual exam questions will add up to a total of 50 marks**

**Question 1**

**Scenario:**

You have been asked to undertake some research into the hospitality industry. Specifically, you have been asked to look into the following (i) different types of businesses within the hospitality industry, and (ii) review one type of professional body which represents the hospitality industry.

**Required:**

Present your findings in the form of a description as to the types of businesses within the hospitality industry. You are also required to research and present your findings of a professional body.

**[10 marks]**

**Suggested response**

- There are different types of businesses within the hospitality industry. These come into the categories of commercial and public. Within the commercial sector, businesses could be hotels, restaurants or pubs. Within the public sector, businesses could be in the form of colleges and schools.
- One example of a professional body is the Institute of Hospitality. They are responsible for monitoring and maintaining standards within the industry, ranging from reviewing continuing professional development requirements and liaising with the industry on best practice.

## Question 2

### Scenario:

You work in a restaurant and have been asked to create an internal guidance document for new colleagues with a particular focus on (i) assisting customers with particular requirements (e.g. - mobility issues, hearing difficulties), and (ii) providing customers with information on allergens.

Produce a summary of your guidance document, to include (i) specific information on two ingredients which may cause an allergic reaction to some customers along with one method for increasing awareness of allergens, and (ii) how staff can assist customers with particular requirements, including mobility issues and hearing difficulties.

### Required:

Present your findings in the form of a summary statement.

[10 marks]

### Suggested response

#### 1) Allergen awareness

Staff need to be aware of different types of ingredients which may cause an allergic reactions to customers in order to provide sufficient information to customers. There are fourteen foodstuffs on the current regulatory list (as published by the Food Standards Agency). Examples of these include gluten, shellfish and mustard. One way to increase awareness to customers is to produce an allergen factsheet. This can be made available online (e.g. - social media, company website). Staff training programmes can be increased to ensure they have the necessary information should customers seek clarification.

#### 2) Assisting customers with particular requirements

Customers with particular requirements such as mobility issues can be supported via dedicated entry points to the restaurant (e.g. - ramp). Enhanced information can be made available to customers via verbal notification, website and social media. This will ensure customers can request support ahead of time. In terms of supporting customers with hearing difficulties, the business could enhance its audio capacity by installing hearing loops. These can be placed in key areas such as reception desks and other entry (and exit) points to the restaurant.

### Question 3

#### **Scenario:**

You have been working for your current employer for over 2 years and have risen to the grade of team leader (operations). Over the past several months, you have noticed a number of concerns amongst younger team members, specifically: (i) constant disagreements amongst new members of the team which is starting to affect operational ways of working, and (ii) staff members openly disagreeing with others during service. This has been commented on by loyal customers who attend the restaurant on a weekly basis.

You raise these issues with your team supervisor and are commended for raising the issues in the first place. Your supervisor has asked you to contribute to the next team development day. You have been asked to create a maximum two slides for inclusion at the next training session. Within the information you have been asked to create, you have been asked to highlight ways in which positive working relationships can be encouraged and to set out the benefits to the business of working positively within teams.

Produce a maximum of two PowerPoint slides for inclusion in the next development day.

#### **Required:**

Present your findings in the form of content which can be included on a maximum of 2 PowerPoint slides. [10 marks]

#### **Suggested Response**

Slide One (how to encourage positive working relationships within a team)

- Ensure team development days include getting to know you sessions
- Include trust building activities within the workplace
- Ensure team members work with a variety of colleagues across shifts (not only those with whom they are friendly)
- Instigate reward programmes to encourage constructive team working relationships
- Through regular team meetings, encourage team members to actively participate by stating how other teams/colleagues have supported them in their work
- Create a system of mentoring/shadowing so that team members get to work alongside other team members to learn their job roles

Slide Two (benefits of working positively within a team)

- Positive team working ensures a happy and friendly environment in which to work
- Positive team working provides a positive and professional image to customers, colleagues, supervisors and managers
- Positive working will build a system of trust, cordiality and respect across the team
- A team that works well together will lead to increased sales, better recognition in the workplace and may lead to bonuses/pay grade increments/increase in promotional prospects.