

Level 4 Award in Managing Food Safety in Catering

Sample Examination Questions

Part 1

Examiner
Use Only

1 You have been appointed to manage a catering business that has a small team of food handlers. You see a need to improve general food hygiene standards in the workplace.

a) Describe what you understand by the term 'food hygiene'.

(2 marks)

b) Give four benefits to a catering business of good standards of food hygiene.

i

ii

iii

iv

(2 marks)

c) Briefly describe four routine daily checks you would carry out to ensure high standards of food hygiene in the workplace.

i

ii

iii

iv

(4 marks)

d) Beside running a training course, outline four practical methods that you could apply to ensure that staff know the standards to be met in the kitchen.

i _____

ii _____

iii _____

iv _____

(4 marks)

e) Besides 'training', describe three broad management principles that you would use in the overall management of the catering business to ensure food safety.

i _____

ii _____

iii _____

(3 marks)

Part 2

ANSWER ONE QUESTION ONLY FROM THIS SECTION.

Write your answers on the pages provided at the back of this section.

1 You work for a national chain of 50 pubs serving conventional restaurant and bar snacks. As a senior manager you have been asked to set up a food hygiene auditing programme for your company.

a) Describe how you would design the food hygiene auditing programme. (5 marks)

b) Detail the key information you would provide to senior management as a result of the audits. (10 marks)

c) Outline how you would implement the auditing programme. (10 marks)

Sample Answer Information

Part 1

- 1 a) 2 marks for a definition that covers the following:
All the practical measures involved in keeping food safe and wholesome including service to the consumer. 2
- b) 1 mark for **two** or 2 marks for any **four** from:
 - increased profits
 - increased turnover/production of food
 - less food waste
 - good staff morale or motivation
 - pleasant working conditions
 - fewer complaints
 - less returned stock
 - legal compliance
 - less chance of pest infestations
 - good reputation
 - no legal action taken by customers
 - lower cleaning costs in the long term
 - less chance of the business closing.2
- c) 1 mark **each** for any **four** from:
 - cleaning and disinfection standards
 - temperature control
 - covering/protection of food from contamination
 - pest control/pest proofing
 - food stores dry and cool
 - clean overclothing worn
 - correct hand washing/provision of hand washing facilities
 - equipment in good order
 - premises well maintained
 - correct storage of waste/waste regularly removed
 - food workers trained in food handling and personal hygiene
 - premises well designed/laid out for cleaning/reduction of contamination risks
 - standards/precautions checked by management.4
- d) 1 mark **each** for any **four** from:
 - use of signs/posters to remind staff
 - production/use of a food safety/hygiene policy/handbook
 - place staff in teams
 - give guidance/instruction/training in hygiene standards
 - introduce a quality assurance system including hazard analysis
 - use a cleaning schedule
 - take temperature checks
 - audit standards
 - use disciplinary procedures
 - use reward/recognition schemes
 - provide resources/facilities
 - use team meetings to feedback results
 - use of consultants and other advisors.4
- e) 1 mark **each** for any **three** from:
 - making policy and setting objectives
 - communicating objectives and specific standards
 - organising and implementing policies and objectives
 - monitoring/auditing/measuring performance
 - analysing results and observations
 - reviewing performance against objectives and standards.3

Part 2

- 1 a) 1 mark for **each** developed point up to a maximum of **five** from the design of a food hygiene auditing programme should:
- define the areas to be covered
 - identify current problems
 - link to HACCP or food safety management procedures or recognised management tool
 - state the frequency of audits
 - be sufficiently flexible to accommodate menu changes
 - use a scoring system
 - be simple to use and complete.
- b) 1 mark for **each** key point up to a maximum of **10** from:
- underperforming pubs
 - details relating to the design and current state of buildings, fitments and equipment, etc.
 - corrective action needed – training of staff, documentation, etc.
 - improvement costs
 - potential risks to the business from inaction
 - levels of quality/the standard to be achieved in the business
 - areas for further investigation
 - additional documentation required
 - issues to consider when planning menus
 - need for additional resources, including finance
 - changes required to existing policy
 - areas for new policy
 - existing capacity to achieve quality levels.
- c) 1 mark for **each** developed point up to a maximum of **10**:
Implementing the auditing programme will involve:
- providing information to managers
 - documenting findings
 - discussing issues with senior managers
 - estimating costs
 - planning and implementing organisational changes
 - train auditors and other relevant staff
 - piloting the changes
 - consulting on the changes and results
 - reviewing the effectiveness of the changes
 - scheduling the next round of audits.

5

10

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