



GCSE

3700U20-1A



MONDAY, 6 NOVEMBER 2023 – MORNING

ENGLISH LANGUAGE

UNIT 2

Reading and Writing: Description, Narration and Exposition

Resource Material

For use with Section A

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Text A is taken from 'Working Wales' a Welsh Government careers information service.

Work in hospitality and tourism



With more and more visitors coming to Wales, the tourism and hospitality sector needs more staff. There is a huge variety of roles on offer, from working in beach bars and restaurants, to five-star hotels and visitor attractions.

If you enjoy working with people, making new friends and being part of a team, a career in hospitality and tourism could be for you.

You'll be a big part of making important experiences come to life – whether it's a big night out, a family reunion, a weekend at the beach, or celebrating a win with mates. And you can expect something different every day.

You'll be in demand

There is high demand for people to work in the sector. The number of online adverts for jobs in tourism and hospitality is now four times higher than it was in July 2020.

The top 10 jobs advertised online in tourism and hospitality are:

- ✓ kitchen and catering assistants
- ✓ chefs
- ✓ bar staff
- ✓ catering and bar managers
- ✓ restaurant managers
- ✓ food and drink packers
- ✓ cooks
- ✓ waiting staff
- ✓ sports and leisure assistants
- ✓ leisure and sports managers

Text B is an article written for an online magazine for business leaders.

The Rise of The Dark Kitchen

The UK restaurant sector is in trouble. A significant number of restaurants have gone bust in recent years. High on the list of restaurant owners' complaints are rising wage costs, unavailability of staff, and the increased cost of food. Add to this the ever-rising levels of competition in the food industry, and things are beginning to look bleak for restaurant businesses.

As a result of these unfavourable conditions, many traditional restaurants are becoming 'dark kitchens', also known as 'ghost restaurants'. These delivery-only establishments have no physical restaurant premises where diners can walk in, sit at a table and enjoy a meal. Instead, dark kitchen food is only accessible online or through a mobile app for home delivery. This offers a much-needed financial boost to some restaurant businesses as it keeps their staff and running costs down.

Another of the key attractions of dark kitchens is their ability to offer multiple types of food from the same location. Deliveroo, the popular food delivery company, launched its dark kitchen service Deliveroo Editions in May 2017. The concept is simple: existing restaurants, whether branded chains or local eateries, enter into partnership with Deliveroo Editions, who recreate the restaurant's food from their dark kitchen and deliver it to customers.

Hosting different restaurants in this way has multiple benefits. Firstly, it allows dark kitchens to offer a wide variety of different cuisines from a single location, appealing to a broad spectrum of tastes. Whether you fancy a spicy chicken curry or a simple cheese sandwich, it can be produced in the same dark kitchen. What's more, dark kitchens enable restaurants without their own delivery services to tap into the profitable home-delivery market. Dark kitchen managers make sure that dishes are produced that are just like those from the original restaurants by working closely with them. If a customer orders Nando's or KFC from a dark kitchen, it should look and taste exactly the same as if it had come from a traditional outlet.

Another important benefit of the dark kitchen model is that menus can be changed quickly and easily. Many traditional restaurants pop up in response to changing tastes and trends, leaving them vulnerable when a new food fad rolls into town. Dark kitchens face no such trouble. With no physical premises to refit or remodel they can change their menus – or even their entire concept – quickly and easily. The ability to adapt to trends and real-time sales figures is a definite benefit in the often fickle restaurant market.

Text C is adapted from an article about dark kitchens which appeared in *The Guardian* newspaper.

Dark kitchens: how much do we **really** know about our takeaway food orders?



Few of us realise how the food we order from the likes of Deliveroo gets to us. It's time we saw the light about such businesses.

These businesses are known as 'dark kitchens': cramped boxes, usually plonked in city centres, in which cooks prepare meals that are ordered and sent out via food-delivery apps. Britain is reckoned to have hundreds, many of which are owned and run by the delivery giant Deliveroo. The food that comes out of them is sold in the name of established restaurants, and innocent customers might assume it still comes from their high-street premises. But no: all that sits behind those trusted logos are the bare essentials – a couple of ovens, a handful of chefs, and an army of couriers frantically delivering what is cooked.

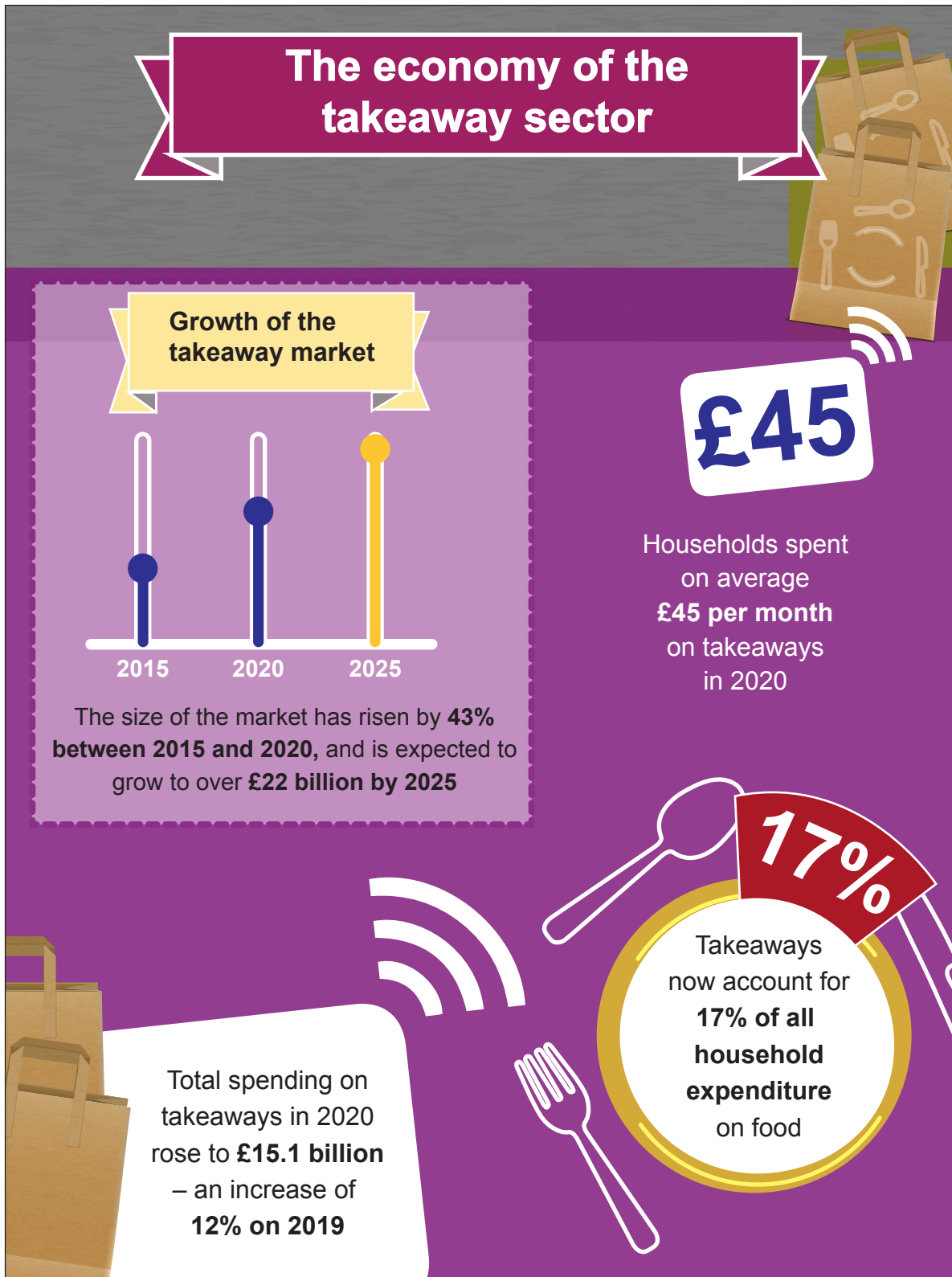
A report in this newspaper last year focused on a dark kitchen site near Canary Wharf in London, and vividly described what went on there: "The box-like kitchens have no windows and many of the chefs work with the doors open ... Working in these metal boxes is either hot or cold, depending on the weather and whether they are cooking or prepping. In one kitchen, there is only a small fan heater for cold days. Another houses a pizza oven that takes up more than a third of the space and makes it extremely hot."

I have worked in a conventional restaurant kitchen, and am fully aware that they can be pretty hellish places. But with the lack of human contact, daylight and physical space, these new set-ups look like all the grim aspects of catering sinking to depressing extremes. And make no mistake: it increasingly looks like dark kitchens represent the future.

The food-delivery business is growing fast. The global online food-delivery market is likely to grow tenfold by 2030, partly thanks to the cost of ordering food online dropping close to that of preparing meals at home.

At the heart of this vision are dark kitchens, whose frantic efficiency and low labour costs may yet power such a huge drop in prices that giving up cooking your own food – particularly for people living in small urban apartments – becomes inevitable.

Text D is adapted from a report by the British Takeaway Campaign about the future of takeaway food.



Text E is adapted from *Heat: An Amateur's Adventures as Kitchen Slave, Line Cook, Pasta-maker and Apprentice to a Butcher in Tuscany*. It is an autobiographical account from a journalist who spent some time learning how to cook in a professional kitchen.

I came to regard the prep kitchen as something like an army training camp, especially during my first weeks, where I was taught the basic techniques of being a cook.

Preparing carrots was a trauma. Evidently, there are only two ways to prepare a carrot: rough cut and fine dice. Rough cut meant slicing the carrot in half lengthwise and then cutting it into perfectly identical half-moons (which, to my eye, had nothing rough about them). The nightmare was fine dice, which meant cutting every bit of the carrot into identical one-millimetre-square cubes.

A carrot is not shaped like a cube, and so you first trim it up into a long rectangle, then cut it into thin, one-millimetre planks, and then take your one-millimetre planks and cut them into long, one-millimetre slivers, and then take your perfectly formed slivers, and chop, chop, chop, cut them into one-millimetre cubes. I seemed to have done my first batch almost right – either that or it was late and no one had looked too closely. My second batch involved thirty-six carrots. When Elisa, the prep chef who was in charge of me, finally looked in I was almost done. She shrieked, “I said fine dice! This is not a fine dice! I don’t know what they are, but they’re wrong.” I had been cutting carrots for two hours, and then, just like that, they were tossed in the bin; they were that bad. I wanted to weep.

I cubed pork for a stew (only after my first batch was returned – “These are chunks, I asked for cubes”) and learned how to trim the fat off a piece of beef. Jointing rabbits, I was taught how to tie up the loin with a butcher’s knot and was so excited by the discovery that I went home and practised.

I became captivated by the kitchen’s smells. By midmorning, when many things had been prepared, they were cooked in quick succession, and the smells came, one after the other, waves of smell, like sounds in music. There was the smell of meat, and the kitchen was overwhelmed by the rich, sticky smell of wintry lamb. And then, in minutes, it would be chocolate melting in a metal bowl. Then something fresh and salty – octopus simmering in a hot tub. And so the smells came, one after the other.

Until now, my cooking had been based on what I got from books. I was a home cook, I hadn’t worked in a professional kitchen and had always respected those who did. They knew something I didn’t. Now I was among them. I was a member of a team of cooks, closed away in this back room, people’s knives knocking against cutting boards in the same rhythmic rocking way, mine as well. There were no windows; no natural light; no connection to the outside world; no idea even what the weather might be: I was unreachable.