

71
Candidate Null

General Certificate of Secondary Education
January 2014

Hospitality

Unit 1: The Hospitality Industry

[GHP11]





TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Write your answers in the spaces provided in this question paper. Answer **all ten** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 80.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question. Quality of written communication will be assessed in questions **9** and **10**.

For Examiner's use only		
Question Number	Marks	
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Total Marks	



© Hemera / Thinkstock

- 1 Teenagers eat out frequently and may lack fibre in their diet.
 - (a) Write down **three** ways teenagers can improve their intake of high fibre foods.

1. _____[1]

2. ______[1]

3.

(b) Complete the table below. Write down **one** function of each nutrient.

Nutrient	Function
Protein	
Fat	
Carbohydrate	
Vitamins	
Minerals	

[5]

2	(a)	Write down two examples of outlets within the commercial sector.		Examiner Only Iarks Rema	
		1		larks Rema	rĸ
		2			
			. [']		
	(b)	Explain the term catering services sector.			
			[2]		
3	Wri	te down two examples of internal customers using a school canteer	١.		
	1		[1]		
	2.		[1]		
			. [.]		



© iStockphoto / Thinkstock

· · · · · · · · · · · · · · · · · · ·	
hospitality industry offers customers a range of food services.	
Write down the procedure for a customer using self-service in a canteen.	
-	[4
Explain the term Gueridon service.	
	[2 [·]



© Digital Vision / Thinkstock

5	Cor	porate image creates a professional impression of a hospitality outle	∍t.
	(a)	Write down three ways corporate image can be achieved in a hotel	
		1	[1]
		2	[1]
		3	[1]
	It is	important for hospitality outlets to maintain quality customer care.	
	(b)	Explain two ways poor quality customer care can affect the busines	SS.
		1	
			[2]
		2	
			[2]

	e Plaza International Hotel is hoping to recruit a new Conference and equeting Manager.	u	Examiner Only Marks Remark
(a)	Write down three ways the hotel could advertise this vacancy.		
	1	_ [1]	
	2	_ [1]	
	3	_ [1]	
(b)	Explain three skills a Conference and Banqueting Manager would require for this job.		
	1		
	2		
	3		
		_ [2]	



© iStockphoto / Thinkstock

A duty of the Conference and Banqueting Manager is to conduct staff appraisals.

(c)	Explain three benefits of a staff appraisal for employees.		
	1		
		·	
	2		
	3		
		[2]	

Turn over	Marka	er Only
	IVIAIKS	Remark
F.T.		
ETC.		



The down roal commen	items found in a First Aid box.
1	[1]
2	[1]
3	[1]
4	[1]
	[2]
_	
2	
2	[2]

7

lderly guests are staying in a hotel just outside the city.		iner On
a) Explain two ways the hotel can meet their needs.	Marks	Rem
1		
	[2]	
2		
2.		
	FO1	
	[2]	
dinner a guest made a complaint about the food to the manager.		
) Explain three steps the manager could take to resolve the issue.		
1		
1		
	[2]	
2		
	[2]	
3		
		1
	[2]	
	[2]	
	[2]	

The quality of your Written Communication will be assessed in this Marks Remark question. Body language is used to convey information without speaking. 9 Discuss ways a receptionist could use positive body language when dealing with customers.

Examiner Only

		Remark
	- Marks	Remain
	-	
	-	
	-	
	-	
	-	
	-	
	_	
	-	
	_	
	-	
	_	
	-	
	-	
	-	
	-	
	-	
	-	
	_	
	-	
	_	
	-	
	-	
	-	
	-	
	_	
Γι	21	

The quality of your Written Communication will be assessed in this Marks Remark question. 10 The Manor Hotel has decided to offer a range of leisure facilities to guests and non-residents. Evaluate this decision.

Examiner Only

		Marks	er Only Remark
	•		
	_		
	'		
	•		
	'		
	_		
	,		
	_		
	'		
	\1		
[6	וי		



