Candidate	Centre	Candidate
Name	Number	Number
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GCSE

664/01

HOSPITALITY AND CATERING UNIT 4: THE HOSPITALITY AND CATERING INDUSTRY (II)

P.M. MONDAY, 23 June 2008 $1\frac{1}{2}$ hours

INSTRUCTIONS TO CANDIDATES

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer all questions.

Write your answers in the spaces provided.

INFORMATION FOR CANDIDATES

The maximum mark for this paper is 100.

The number of marks is given in brackets at the end of each question or part-question.

You are reminded of the necessity for good English and orderly presentation in your answers.

For Examiner's use only		
Number	Mark	
1		
2		
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Total		

Answer all questions.

1. Tick $[\mbox{\emscalebox{\footnotemath{\$

[4]

	Initials	Meaning	True	False
(i)	CIEH	Cooking In Every Hotel		
(ii)	RIPH	Royal Institute of Public Health		
(iii)	ВНА	British Hotel Act		
(iv)	RSPH	Royal Society for the Promotion of Health		

2.	(a)	State one link between the hospitality and catering and travel and tourism industries.	
	(b)	List two ways in which a hotel can benefit the local economy. (i)	[2]
		(ii)	
	(c)	Give three differences between permanent and casual staff. (i)	[3]
		(ii)	
		(iii)	

3.	Diffe	erent menus suit different customer needs.	
	(a)	What is meant by a set menu?	[1]
	(b)	What is meant by a take-away menu?	[1]
	(c)	Suggest two healthy dishes that may be found on a children's menu. (i)	[2]
		(ii)	
	(d)	Why is it important for children to have a healthy choice on the menu?	[2]
4.	(a)	Name three different foods to which some customers may have intolerance. (i)	[3]
		(iii)	
	<i>(b)</i>	State three ways in which a restaurant can ensure that they cater for customers who wheat intolerant.	are [3]
		(i)	
		(ii)	
		(iii)	

5.	Hotel	s and	restaurants are expected to meet certain standards of service.	
	(a)	Wha	at is meant by the abbreviations QC and QA?	[2]
		(i)	QC	
		(ii)	QA	
	(b)		cribe how the industry can ensure customers have products that are of a dard in relation to;	consistent
		(i)	food,	[4]
		(ii)	accommodation.	[4]

ó.	Goin	g green is no longer just an option for the hospitality and catering industry, it's a necessity.
	(a)	Suggest two ways the hospitality and catering industry can save water. [2
		(i)
		(ii)
	(b)	Give two reasons why it is important for the hospitality and catering industry to address environmental issues. [2]
		(i)
		(ii)
	(c)	Discuss ways in which the hospitality and catering industry can reduce, reuse and recycl their products.

7.



(a)	If a member of staff discovers a fire, what should they do?	[2]
(b)	Outline the ways in which people can be evacuated from the building.	[2]
(c)	Evacuating a burning building can be dangerous. State two possible dangers.	[2]
	(i)	
	(::)	
	(ii)	

(d) Ev	Evaluate how training the members of staff in hotels could assist them educing the risk that fire presents in the workplace.	in identifying and [4]

(a)	Before the kitchen can reopen the Environmental Health Officer (EHO) will need Explain the role of the EHO within the kitchen area.	to vis
(b)	Discuss the points that need to be considered when planning the new restaurant.	
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(c)	As part of the Grand Re-opening, the hotel restaurant is going to provide a special meal. Plan a suitable à la carte menu for the occasion, giving reasons for your choice.	[8]
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••••••		
•••••		•••••
•••••		

(a) 	The staff have decided to have a new uniform for the occasion. Why is corporate ide important?
(b)	Discuss the main health and safety legislation that Judy and Jacky have to consider variety preparing meals.

(c)	Analyse the main points that Judy and Jacky have to consider when planning the menu for the children's gourmet meal. [8]

(a)	State the differences between a 2 star and a 5 star hotel.	[2
(b)	Discuss the factors Kevin and Denise need to consider when planning the new and en-suite facilities.	bedroon
•••••		

(c) Evaluate the importance of design and décor of hotels in attractin	g clients. [6]

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