

Ce	ntre Number
71	

## General Certificate of Secondary Education January 2012

### **Hospitality**

# Unit 1: The Hospitality Industry [GHP11]



FRIDAY 20 JANUARY, AFTERNOON

#### 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			

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Morko	
Marks	

1 Hospitality is provided in a range of outlets.

Complete the table below by identifying **two** examples of customers who would be linked to the given outlet and **two** services it provides.

One example has been completed.

Outlet	Examples of Customers	Services Provided
Hospital	Nurse Patients	Canteen Vending Machine
School		
Residential Home		

[8]

Examiner Only Marks Remark

2	Write down	three	different levels	of job	roles	within	the	hospitality	industry.
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3	Mr Youseff has checked into the 4-star City Hotel for a meeting the
	next day.

(a)	Write down <b>three</b> complimentary services Mr Youseff could make u of in his hotel bedroom	se
	1	[1

2. \_\_\_\_\_[1]

3. \_\_\_\_\_\_[1]

Mr Youseff and two business colleagues decide to have dinner together in the hotel restaurant where table service is provided.

(b)	Explain two advantages of this type of service for Mr Youseff and his
	colleagues.

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\_\_\_\_\_[2]

2. \_\_\_\_\_

	City Hotel.		
	1		
		[2]	
	2		
		[2]	
Exp	lain <b>two</b> duties the manager of a youth hostel would undertake.		
LAP	ain two duties the manager of a youth hoster would undertake.		
1			
		[2]	
		[2]	
		[2]	
		[2]	
		[2] [2	

	important for an outlet in the hospitality industry.		Marks
	1	[1]	
	2	[1]	
	3	[1]	
(b)	Explain <b>two</b> ways a hospitality outlet can achieve good quality customer care.		
	1		
	2		



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6	Corporate	ımade i	s importa	ant for mo	st outlets	ın the	hospitality	/ Industry.

Explain **three** ways a new fast food outlet could present a positive corporate image.

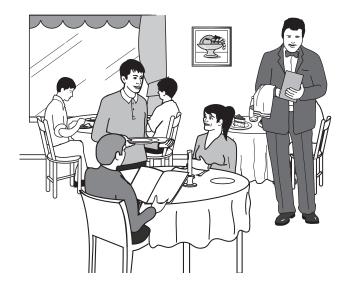
1	
	[2]
2	
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der the age of 10.		
plain <b>four</b> ways the leisure centre could ensure the meal exioyable for the children.	xperience is	
	[2]	
	[2]	
	[4]	

(a)	Upton Manor Guest House is popular with tourists as it is in an area natural beauty.	a of	Examine Marks	r Only Remark
	Explain <b>three</b> benefits of keeping guests' records for the owners of guest house.	the		
	1			
		[2]		
	2			
	3			
(b)	Write down <b>two</b> ways guests could be provided with information on the local tourist attractions.	ı		
	1	_ [1]		
	2	[1]		

	e down <b>three</b> healthy cooking methods which could be used	by	
chef	S.		
1		[1]	
2		[1]	
3		[1]	
char	ain <b>two</b> advantages of a hospital canteen making healthy nges to their menu.		
		[2]	
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		[2]	

)	John lives in a residential home and recently suffered a heart attack.  Discuss ways the kitchen staff in the residential home could modify	Examiner  Marks R
	John's diet to reduce the risk of further heart problems.	
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	[9	91



**10** Training is important within the hospitality industry to ensure high standards are achieved and maintained.

Evaluate the of	ff-job training	method.		

	Marks	Remark
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