

Centre Number		
71		

**Candidate Number** 

## General Certificate of Secondary Education January 2014

### **Hospitality**

# Unit 1: The Hospitality Industry [GHP11]



**THURSDAY 9 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		

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]	1
		1
1. I		1

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

Nutrient	Function
Protein	
Fat	
Carbohydrate	
Vitamins	
Minerals	

2

[5]

1		Write down <b>two</b> examples of outlets within the commercial sector.	Marks
(b) Explain the term catering services sector.  [2]  Write down <b>two</b> examples of internal customers using a school canteen.  [1]		1	[1]
Write down <b>two</b> examples of internal customers using a school canteen.  1[1]		2	[1]
Write down <b>two</b> examples of internal customers using a school canteen.  [1]	(b)		
[2]  Write down <b>two</b> examples of internal customers using a school canteen.  [1]			_
1[1]			
	<b>/</b> Vri1	te down <b>two</b> examples of internal customers using a school canteer	1.
2[1]	1		[1]
	2		
	2		
	2		
	2		
	2		
	2		
	2		
	2		
	2		
	2		
	2		
	2		





© iStockphoto / Thinkstock

The	hospitality industry offers customers a range of food services.	
(a)	Write down the procedure for a customer using self-service in a canteen.	
(b)	Explain the term Gueridon service.	
,	· 	
		ı

Examiner Only		
Marks Remark		



© Digital Vision / Thinkstock

5	Cor	porate image creates a professional impression of a hospitality outle	ŧ.
	(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	S.
		1	
			[2]
		2	
			[2]

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



© iStockphoto / Thinkstock

**Examiner Only** 

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

(c)

Explain <b>three</b> benefits of a staff appraisal for employee	es.
1	
	[2]
2	
	[2]
3	
	[2]





	© Brand X Pictures / Thinkstock	
(a)	Write down <b>four</b> common items found in a First Aid box.	
	1	[1]
	2	[1]
	3	[1]
	4	[1]
hov	ntrol of Substances Hazardous to Health (COSHH) legislation control of chemicals are used in the workplace.  Explain <b>three</b> steps an employer would take to ensure the safe use	
. ,	chemicals.	
	1	_
		_
		[2]
	2	_
		_
		_
		[2]
	3	_
		_
		_
		[2]

Explain <b>two</b> ways the hotel can meet their needs.	Marks
Explain two ways the noter can meet their needs.	
1	
	[2]
2	
	[2]
nner a guest made a complaint about the food to the manager.	
Explain <b>three</b> steps the manager could take to resolve the issue.	
_	
1	
1	
2.	[2]
2	[2] [2] [2]
2.	[2] [2] [2]
2	[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** 

	Ma	rks	Remark
	-		
	-		
	_		
	_		
	_		
	-		
	 -		
	-		
	-		
	 -		
	-		
	-		
	-		
	-		
	_		
	_		
	_		
	_		
	 -		
	-		
	-		
	-		
	-		
[9]	-		
[9]			
[9]	-		
	 9]		

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** 

		Remark
	-	Remain
	-	
	_	
	-	
	_	
	-	
	_	
	-	
	-	
	_	
	-	
	-	
	_	
	_	
	-	
	_	
	-	
	_	
	-	
	-	
	_	
	-	
	_	
	-	
ro	21	

