

	Centre Number				
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General Certificate of Secondary Education 2015

Hospitality

Unit 1: The Hospitality Industry



[GHP11] THURSDAY 21 MAY, 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	
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Marks	
Marks	

1	(a)	Write down three different sources where a university graduate could
		find information about local hospitality jobs.

1	[1]
2	[1]
3	[1]

(b) Hotels have various departments.

Write down **two** different job titles for each department in the table below.

Department	Job Title
Food and Beverage	1. [1] 2. [1]
Front Office	1. [1] 2. [1]
Accommodation	1. [1] 2. [1]
Administration	1[1] 2[1]

(a) Write down three main pieces of legislation that are relevant to the hospitality industry. 1	Exp	plain the term Bed and Breakfast.		Examin Marks	er C
(a) Write down three main pieces of legislation that are relevant to the hospitality industry. 1				Marks	110
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(a) Write down three main pieces of legislation that are relevant to the hospitality industry. 1			[2]		
hospitality industry. 1					
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hospitality industry. 1					
2	(a)				
2			[4]		
3		1	[1]		
3		2.	[1]		
(b) Food legislation states that all food outlets should have a HACCP system in place. Explain the purpose of this system.					
system in place. Explain the purpose of this system.		3	[1]		
system in place. Explain the purpose of this system.					
Explain the purpose of this system.	(b)				
		Explain the purpose of this system.			
[2]					
[2]					
			[2]		
				1	1

(a)	Explain why hospitality outlets must have members of staff traine first aid.	ed in	Examiner C Marks Re
		[2]	
(b)	Describe the procedure for carrying out CPR on an adult.		
		[6]	

Myite down two ways a head chef could ensure food is served Kosher. 1		ther food is part of Jewish culture.	Marks
2	1)	Write down two ways a head chef could ensure food is served Kosh	ner.
Describe three different ways catering can be provided to meet the needs of people in a hospital. 1		1	[1]
Describe three different ways catering can be provided to meet the needs of people in a hospital. 1		2	[1]
needs of people in a hospital. 1			
)	Describe three different ways catering can be provided to meet the needs of people in a hospital.	
		1	
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2.			_
			[2]
		2	_
3.			
			[2]
[2]		3	_
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			[2]

9	School canteens are encouraged to make healthier meals for all	Examir	n
	oupils.	Marks	
	Explain two ways the catering manager could reduce the fat content in a range of dishes.		
	1		
	[2]		
4	2		
	ro1		
	[2]		

Presenting a positive image is very important in the hospita	ality industry.	aminer On
Discuss three ways a hotel could present a positive image facilities it provides.	through the	
1		
	[2]	
2		
	[2]	
3		
	[2]	

lity customer care is important in the hospitality in	Mark
Describe three ways staff in a restaurant can proveare.	vide quality customer
1	
	[2]
2	
-	
	[2]
3	_
	[2]

Explain three ways quality customer care will benefit the business.		Examine Marks	er Only Remark
1		viairs	Remain
	_		
	_		
	[2]		
2	_		
3	_		
	_		
	_		
	[2]		

(b)

Explain three reasons why it is important all staff receive training.		Examiner Only Marks Remark
1		Marks Remark
· · · · · · · · · · · · · · · · · · ·		
2		
		
	[2]	
3		
	[2]	

The quality of your written communication will be assessed in this question. Discuss the duties carried out by a head housekeeper.

Examiner Only

		Marks	Remark
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qu	estion.		
10	Evaluate the decision of a hotel to use and display their logo on a range of hotel products.	;	

The quality of your written communication will be assessed in this

		Marks	Remark
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[9	1		
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