



4742/01

HOSPITALITY AND CATERING

UNIT 4: Hospitality and the Customer

P.M. FRIDAY, 17 May 2013

1¼ hours plus your additional time allowance

Surname _____

Other Names _____

Centre Number _____

Candidate Number 0 _____

For Examiner's use only	
Question	Mark Awarded
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Total	

INSTRUCTIONS TO CANDIDATES

Use black ink, black ball-point pen or your usual method.

Write your name, centre number and candidate number in the spaces provided on the front cover.

Answer ALL questions.

Write your answers in the spaces provided in this booklet.

If you run out of space, use the continuation pages at the back of the booklet, taking care to number the question(s) correctly.

INFORMATION FOR CANDIDATES

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

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

Answer ALL questions.

- 1 Tick (✓) the box next to EACH statement to show if it is TRUE or FALSE. [3]**

	TRUE	FALSE
(i) Logos help you recognise a company.		
(ii) All hospitality establishments provide staff with a uniform.		
(iii) Complimentary pens can be a form of advertising.		

2 State THREE costs that must be considered when working out the selling price of dishes. [3]

(i) _____

(ii) _____

(iii) _____

3 Match the correct description to the job role, by placing the letter in the box. [3]

For example. If you think that the description for

(i) is A write in the box.

(i) Conference manager

(ii) Housekeeper

(iii) Receptionist

A. Books guests in to the hotel.

B. Organises events.

C. Allocates jobs to chambermaids.

4(a) Identify TWO client groups that would use a hotel health suite. [2]

(i) _____

(ii) _____

(b) Describe how a NEW health suite in a hotel would benefit the local community. [4]

5 Portion control is important to ensure costs are consistent.

(a) Name TWO pieces of equipment that can be used to ensure accurate portion control. [2]

(i) _____

(ii) _____

(b) Explain why good portion control is important when running a business. [4]

6(a) Name THREE duties of administrative staff at a holiday village. [3]

(i) _____

(ii) _____

(iii) _____

(b) Discuss the benefits of using ICT within the hospitality and catering industry. [6]

7 Jeanette is the manager of a school canteen.

(a) Describe FOUR qualities required to be a successful team leader. [4]

(i) _____

(ii) _____

7(a) (iii) _____

(iv) _____

8 The Woodman Inn is keen to expand its menu to cater for all dietary needs.

(a) State TWO ways the Inn could inform customers which dishes are suitable for special dietary needs. [2]

(i) _____

(ii) _____

8(b) Suggest TWO ways the chef can ensure the safety of customers when planning and preparing foods that may cause an allergic reaction. [2]

(i) _____

(ii) _____

10 The Park Hotel has decided to improve its carbon footprint and produce a new environmental policy for its customers.

(a) State TWO reasons why every hotel should have an environmental policy. [2]

(i) _____

(ii) _____

10(b) Suggest THREE ways in which a hotel can reduce waste. [3]

(i) _____

(ii) _____

(iii) _____
