

Surname	Centre Number	Candidate Number
Other Names		0



GCSE

4742/01

HOSPITALITY AND CATERING

UNIT 4: Hospitality and the Customer

P.M. FRIDAY, 17 May 2013

1¼ hours

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 or black ball-point pen.
 Do not use pencil or gel pen. Do not use correction fluid.
 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 in this booklet.

If you run out of space, use the continuation page 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 **A** in the box.

- | | | |
|------------------------|--------------------------|------------------------------------|
| (i) Conference manager | <input type="checkbox"/> | A. Books guests in to the hotel. |
| (ii) Housekeeper | <input type="checkbox"/> | B. Organises events. |
| (iii) Receptionist | <input type="checkbox"/> | 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]

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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]

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7. Jeanette is the manager of a school canteen.

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

(i)

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(ii)

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(iii)

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(iv)

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(b) Explain how Jeanette would recognise **good** teamwork within her team.

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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)

(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)

(c) Vegetarian choices on menus are often limited.

Describe how the chef could ensure the menu includes a variety of interesting and appealing vegetarian options. [6]

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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)

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

(i)

(ii)

(iii)

(c) Discuss ways in which the hotel can encourage guests to reuse and recycle. [5]

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(d) Energy and water costs are on the increase.

Assess ways in which the **hotel** and its **guests** can be encouraged to conserve energy and water. [10]

Dotted lines for writing

END OF PAPER



