

Surname	Centre Number	Candidate Number
Other Names		0



GCSE

4742/01



S15-4742-01

HOSPITALITY AND CATERING
UNIT 4: Hospitality and the Customer

A.M. FRIDAY, 12 June 2015

1 hour 15 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	3	
2.	3	
3.	4	
4.	3	
5.	6	
6.	7	
7.	9	
8.	18	
9.	27	
Total	80	

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 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.



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Answer all questions.

1. Tick (✓) the box next to the statement to show if it is **true** or **false**.

[3]

	True	False
(i) A concierge books guests into a hotel.		
(ii) When booking into a hotel, guests are asked to give their date of birth.		
(iii) The Data Protection Act ensures that guests' personal details are kept confidential.		

2. Match the correct description to the type of accommodation, 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) Five star hotels | <input type="checkbox"/> | A. Are small and often family run. |
| (ii) One star hotels | <input type="checkbox"/> | B. Offer luxurious facilities. |
| (iii) Bed and Breakfast establishments | <input type="checkbox"/> | C. Are basic and comfortable but may not have their own restaurant. |



3. Hospitality establishments can be **commercial** or **non-commercial**. [4]

(a) Name **two** types of **commercial** establishment.

(i)

(ii)

(b) Name **two** types of **non-commercial** establishment.

(i)

(ii)

4. The hospitality industry offers many forms of employment. [3]
Give **three** benefits of being a **permanent** member of staff.

(i)

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(ii)

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(iii)

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5. The telephone is one of the most common forms of communication.

(a) Suggest why customers may telephone a hotel reception. [3]

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(b) Suggest how staff should answer the telephone to ensure effective communication. [3]

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(c) The elderly are more at risk from food poisoning than many other groups. Discuss the measures that need to be taken to prevent food poisoning in the **preparation, cooking** and **serving** of meals. [9]

(i) Preparation

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(ii) Cooking

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(e) For the evening to be a success, it is important that a good atmosphere is created at the venue. Discuss how this can be achieved. [4]

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Examiner
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END OF PAPER



