GCSE

4742/01

HOSPITALITY AND CATERING

UNIT 4: Hospitality and the Customer

A.M. THURSDAY, 16 June 2016

1 hour 15 minutes plus your additional time allowance

Surname _____

Other Names _____

Centre Number _____

Candidate Number 0 _____

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INSTRUCTIONS TO CANDIDATES

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

Do not use pencil or gel pen.

Do not use correction fluid.

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.

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	3	
2.	3	
3.	2	
4.	4	
5.	15	
6.	8	
7.	12	
8.	8	
9.	25	
Total	80	

Answer ALL questions.

1. TICK (✓) the box next to each statement to show if it is TRUE or FALSE. [3]

	TRUE	FALSE
(i) Casual staff can wear their own clothes to work.		
(ii) Permanent staff have paid sick leave.		
(iii) Agency staff always know in advance when they are working.		

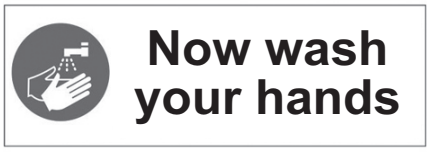
2. Where would you find the following signs? [3]

For example, if you think that the location for (i) is A, write [A] in the box.

(i)

☐ **A. On a recently cleaned floor**

(ii)



☐ **B. Above a fire exit door**

(iii)

☐ **C. Above the wash basin in the staff toilet**

3. Name TWO DIFFERENT JOB ROLES within Accommodation Services. [2]

(i) _____

(ii) _____

4. Most hospitality establishments provide their staff with a uniform. [4]

Give TWO ADVANTAGES of having a staff uniform to:

Staff members

(i) _____

_____

(ii) _____

_____

The establishment

(i) _____

_____

(ii) _____

_____

5. A new restaurant, Seasons, is opening in the town centre.

(a) State THREE ways this will BENEFIT the LOCAL COMMUNITY: [3]

5(b) The restaurant manager will be appointing new wait staff. List the QUALITIES he will be looking for. [3]

5(c) Describe THREE DUTIES of WAIT STAFF. [3]

5(d) How would the wait staff respond to the following situations?

(i) A customer complains that he has been waiting far too long for his main course. [3]

5(d)(ii) One of the waiters has cut his finger on a broken glass. [3]

6. There are many types of menus available in restaurants.

(a) DESCRIBE the following: [4]

(i) Fast-food menu

(ii) À la carte menu

6(b) A new restaurant plans to offer a Table d'Hôte menu at lunchtime.

State the advantages of this type of menu to:

(i) The customer [2]

(ii) The restaurant [2]

7. The owners of a large guest house want to be as ENVIRONMENTALLY RESPONSIBLE as possible.

(a) Explain WHY it is important for hospitality establishments to be environmentally aware. [3]

7(b) Discuss how this can be achieved in terms of REDUCING, REUSING AND RECYCLING. [9]

Reduce _____

_____

_____

_____

_____

_____

Reuse _____

_____

_____

_____

_____

_____

Recycle _____

_____

_____

_____

_____

_____

8. The owners of the Sea View Hotel are investing in an up-to-date computer system.
Assess how ICT can be used in the successful running of the hotel. [8]

9. A function room in a sports stadium has been booked to hold a retirement party.

(a) The client has requested this menu:

Starter	**-**	**Chicken liver pâté**
Main	**-**	**Grilled steak and vegetables**
Dessert	**-**	**Cheesecake**

How can the chef ensure that a variety of colours, flavours and textures are included in these dishes? [8]

9(b) Discuss OTHER factors that a chef would need to consider when planning menus. [5]

9(c) Safety of staff and guests is very important.

Assess how potential risks to staff and guests may be reduced when setting up the room for the retirement party. [6]

9(d) For the party to be a success, staff will need to demonstrate good TEAMWORK. Describe the BENEFITS of effective teamwork. [6]

END OF PAPER

Question number	Additional page, if required. Write the question numbers in the left-hand margin.

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