

Surname	Centre Number	Candidate Number
Other Names		0



GCSE

4742/01



S16-4742-01

HOSPITALITY AND CATERING
UNIT 4: Hospitality and the Customer

A.M. THURSDAY, 16 June 2016

1 hour 15 minutes

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	

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.



JUN1647420101


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)

4742
010003



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

(a) State **three** ways this will **benefit** the **local community**. [3]

.....

.....

.....

.....

.....

.....

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

.....

.....

.....

.....

.....

.....



(c) Describe **three duties** of **wait staff**.

[3]

.....

.....

.....

.....

.....

.....

.....

.....

(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]

.....

.....

.....

.....

.....

.....

.....

.....

(ii) One of the waiters has cut his finger on a broken glass.

[3]

.....

.....

.....

.....

.....

.....

.....

.....

4742
010005



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

(a) **Describe** the following:

[4]

(i) Fast-food menu

.....

.....

.....

(ii) À la carte menu

.....

.....

.....

(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]

.....
.....
.....
.....
.....

(b) Discuss how this can be achieved in terms of **reducing, reusing and recycling**. [9]

Reduce

.....
.....
.....
.....
.....

Reuse

.....
.....
.....
.....
.....

Recycle

.....
.....
.....
.....
.....

4742
010007



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]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



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

Examiner
only

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



(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]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



(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



BLANK PAGE

**PLEASE DO NOT WRITE
ON THIS PAGE**



BLANK PAGE

**PLEASE DO NOT WRITE
ON THIS PAGE**

