

Write your name here	
Surname	Other names
Edexcel Principal Learning	Centre Number
	Candidate Number
<h1>Hospitality</h1> <h2>Level 1</h2> <h3>Unit 1: Introducing Hospitality Services</h3>	
Wednesday 26 May 2010 – Morning Time: 1 hour	Paper Reference HO101/01
You do not need any other materials.	Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 45.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Turn over ►

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Some questions must be answered with a cross ☒.
If you change your mind about an answer, put a line through the box ☒ and then
mark your new answer with a cross ☒.

1 The hospitality industry is made up of a variety of different businesses.

Which **one** of the following businesses offers accommodation?

A	Night clubs	<input type="checkbox"/>
B	Contract food service provision	<input type="checkbox"/>
C	Events management	<input type="checkbox"/>
D	Bed and Breakfast	<input type="checkbox"/>

(Total for Question 1 = 1 mark)

2 Which **one** of the following businesses is part of the hospitality industry?

A	Garage	<input type="checkbox"/>
B	Solicitors	<input type="checkbox"/>
C	Fast food outlet	<input type="checkbox"/>
D	Church	<input type="checkbox"/>

(Total for Question 2 = 1 mark)

3 Identify **three** types of hospitality businesses that serve alcohol.

- 1.....
- 2.....
- 3.....

(Total for Question 3 = 3 marks)

4 Identify **three** types of services that a hotel may provide.

- 1.....
- 2.....
- 3.....

(Total for Question 4 = 3 marks)



5 Outline **three** differences between a 1 star and 5 star hotel.

1.....

.....

2.....

.....




3.....

.....

(Total for Question 5 = 6 marks)

6 For each of the customer types below, state **two different** needs they may have when staying at a hotel.

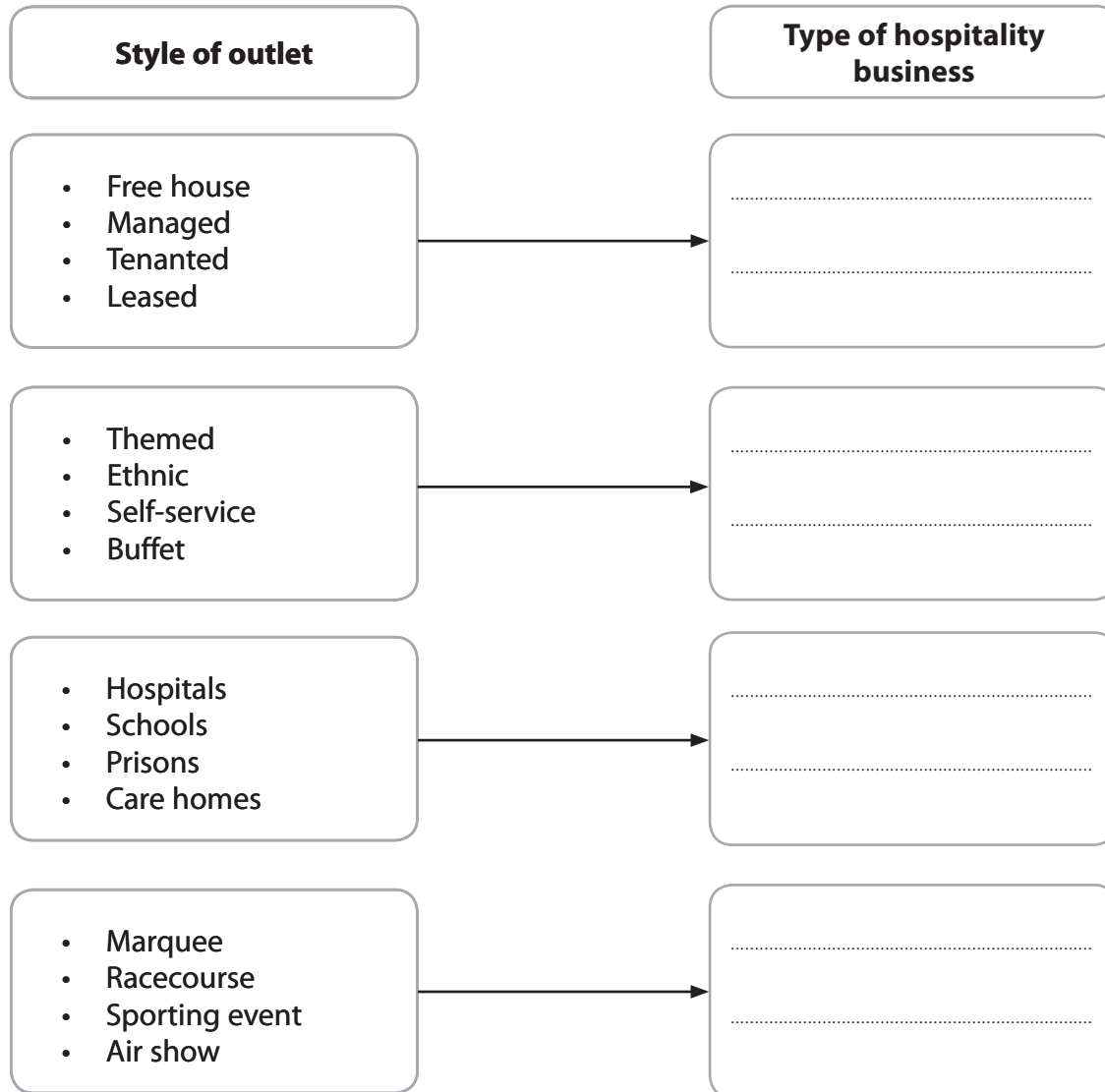
The first one has been completed for you.

Customer Type	Needs
Couple 	1 <i>Double room</i> 2 <i>Quiet dining area</i>
Family 	1 2
Conference delegate 	1 2

(Total for Question 6 = 4 marks)



7 Complete the diagram below by identifying the type of hospitality business.



(Total for Question 7 = 4 marks)



8 The table below shows different types of hospitality businesses and the service provided.

Complete the table by filling in the core product or service for each business.

Business	Service	Core Product
Budget hotel	Online booking	
Night club		Music and dancing
Coffee shop		Food and drink
Members club	Formal service	

(Total for Question 8 = 4 marks)

9 Mr Smith and Miss Fairhurst are planning their wedding reception at a local hotel. They have a guest in a wheelchair that is attending the event.

Identify **three** needs that this guest may require.

1.....

2.....

3.....

(Total for Question 9 = 3 marks)



10 A business woman was staying in a hotel. She complained about poor customer service during her stay. Here is a summary of the points she made:

- unfriendly and slow service
- food was expensive
- reservation was lost
- no one to complain to
- bedroom was dirty

(a) List **four** impacts that this level of service could have on a hospitality business.

(4)

1

2

3

4

(b) Suggest **four** actions that a hospitality business could take to improve customer service.

(4)

1

2

3

4

(Total for Question 10 = 8 marks)



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