

Write your name here

Surname

Other names

Edexcel
Principal Learning

Centre Number

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Candidate Number

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Hospitality

Level 1

Unit 1: Introducing Hospitality Services

Thursday 12 January 2012 – 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.

Turn over ►

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PEARSON

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

1 List **four** industries that provide a hospitality service that is secondary to their main business activity.

- 1
- 2
- 3
- 4

(Total for Question 1 = 4 marks)

2 State **four** differences between the services and facilities provided by a 4 star hotel when compared to a bed and breakfast establishment.

- 1
- 2
- 3
- 4

(Total for Question 2 = 4 marks)

3 Identify **four** different types of hospitality services you might use when on holiday.

- 1
- 2
- 3
- 4

(Total for Question 3 = 4 marks)



4 Which **two** of the following would best describe what a customer expects from a fine dining restaurant?

- A A takeaway menu
- B Table service
- C Counter service
- D Excellent service and a quality meal

(Total for Question 4 = 2 marks)

5 Which **one** of the following is **least likely** to be found on an offshore oil rig?

- A Canteen open 24 hours
- B Vending machines
- C Self service counter
- D Silver service

(Total for Question 5 = 1 mark)

6 Which **one** of the following would **not** be suitable to serve at a Jewish festival?

- A Fish curry
- B Vegetable stir fry
- C Pork casserole
- D Roast chicken

(Total for Question 6 = 1 mark)



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