

Write your name here

Surname

Other names

Edexcel
Principal Learning

Centre Number

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Hospitality

Level 1

Unit 1: Introducing Hospitality Services

Friday 25 May 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

Answer ALL questions. Write your answers in the space provided.

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** different types of hospitality business that help make up the UK hospitality industry.

1

2

3

4

(Total for Question 1 = 4 marks)

2 Which **one** of the four examples below is **not** within the hospitality industry?

- A** Hotel
- B** Hospice
- C** Motel
- D** Hostel

(Total for Question 2 = 1 mark)



3 Match the products with the **most likely** hospitality business.
The first one has been completed for you.

Product

Hospitality business

| | |
|-------------------------|------------------------|
| Small bottle of shampoo | Hotel |
| Ploughman's lunch | |
| Trouser press | Pub |
| En suite room | |
| Cloth napkin | Fine dining restaurant |
| A packet of peanuts | |

(Total for Question 3 = 5 marks)



4 Indian restaurants are very popular in the UK.

List **four** other types of popular cuisine commonly found in the UK.

1

2

3

4

(Total for Question 4 = 4 marks)

5 Which **one** of the following styles of food is **most likely** to be offered on an airplane?

- A American style fast food dishes
- B Food cooked to order
- C Carvery
- D Pre-prepared trayed meals

(Total for Question 5 = 1 mark)

6 State **four** different products or services an accommodation provider may consider offering to help attract family customers.

1

2

3

4

(Total for Question 6 = 4 marks)

7 List **four** types of common food that some people have allergies to.

1

2

3

4

(Total for Question 7 = 4 marks)



8 Name **four** types of hospitality service you may find in a sports stadium.

1

2

3

4

(Total for Question 8 = 4 marks)

9 Two competing fast food restaurants operate in a town centre location.

Restaurant One has a reputation for good customer service.

Restaurant Two does not consider customer care as an important part of its operation.

(a) Explain the impact of good customer service on **Restaurant One**.

(6)

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(b) Discuss what steps **Restaurant Two** could take to improve their customer service.

(6)

A series of horizontal dotted lines for writing the answer.

(Total for Question 9 = 12 marks)



10 Discuss how a hotel porter could provide high quality customer service.

(Total for Question 10 = 6 marks)

TOTAL FOR PAPER = 45 MARKS



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