

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

Friday 24 May 2013 – 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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Answer ALL questions. Write your answers in the spaces 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 Which **one** of the following is part of the hospitality industry?

- A Solicitor
- B Dentist
- C School
- D Nightclub

(Total for Question 1 = 1 mark)

2 Hotels are one type of hospitality business that offers accommodation.
List **three** others.

- 1
- 2
- 3

(Total for Question 2 = 3 marks)

3 Hotels offer a variety of products and services to their guests.

(a) State **two** different products a hotel may offer.

(2)

- 1
- 2

(b) State **two** different services a hotel may offer.

(2)

- 1
- 2

(Total for Question 3 = 4 marks)



4 Identify **two** different customer needs for each of the following types of hotel guest.



(a) Wheelchair user

1

2

(2)



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(b) Family with young children

1

2

(2)



(c) A couple on their honeymoon

1

2

(2)

(Total for Question 4 = 6 marks)



P 4 1 7 1 5 A 0 3 0 8

5 Describe the main features of the following types of restaurant.

(a) Fast food restaurant

(3)

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(b) Fine dining restaurant

(3)

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(Total for Question 5 = 6 marks)

6 Outline how staff in a coffee shop could exceed customer expectations when providing customer service.

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(Total for Question 6 = 3 marks)



7 You have just served a table of four customers in a restaurant, and one person in the party complains that their main course is cold.

Explain what actions you should take to ensure customer satisfaction.

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(Total for Question 7 = 6 marks)



8 Describe how the hospitality products and services a city centre hotel provides can meet the needs of customers from different cultures.

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(Total for Question 8 = 6 marks)



9 On arrival at a hotel, a business traveller has to wait 20 minutes to check into their room. They find that it is not the room they booked as it only has a shower and not a bath. The customer is very angry and complains to reception.

(a) Explain what actions the hotel receptionist should take to resolve this situation.

(6)

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(b) Describe the possible impact on the hotel if the situation is not resolved to the customer's satisfaction.

(4)

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(Total for Question 9 = 10 marks)

TOTAL FOR PAPER = 45 MARKS

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