

New Specification



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Centre Number
71

Candidate Number
[]

General Certificate of Secondary Education
January 2011

Hospitality

Unit 1: The Hospitality Industry

[GHP11]

THURSDAY 20 JANUARY, AFTERNOON

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.
Write your answers in the spaces provided in this question paper.
Answer **all ten** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 80.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.
Quality of written communication will be assessed in questions **9** and **10**.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
Total Marks	

1 Food can be provided in a high street café and in a hospital ward.

Write down the **two** hospitality sectors involved in these outlets.

1. _____ [1]

2. _____ [1]

2 There is a wide range of products and services available to customers staying in large hotels.

(a) Explain the term “room service”.

_____ [2]

(b) Explain the term “leisure facilities”.

_____ [2]

Examiner Only	
Marks	Remark

3 David is looking for a job as a restaurant manager in his local area.

(a) Write down **three** sources where David could find information about jobs in his local area.

- 1. _____ [1]
- 2. _____ [1]
- 3. _____ [1]

(b) Explain **two** qualities required for David to be an effective restaurant manager.

- 1. _____ [2]
- 2. _____ [2]

(c) David has been successful in securing a job as a restaurant manager for a large restaurant. Part of his job is to review staff performance.

Explain **three** benefits of staff appraisals for employees.

- 1. _____ [2]
- 2. _____ [2]
- 3. _____ [2]

Examiner Only	
Marks	Remark



Examiner Only

Marks Remark

4 Good quality customer care helps ensure customers return to an outlet.

Explain **four** other benefits of good quality customer care.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

4. _____

_____ [2]



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- 5 A new 5-star hotel has been built in the city centre. To ensure it is a success the hotel manager recognises the importance of promoting a positive image in all areas of the hotel.

Explain how the hotel manager can promote a positive image through the:

Appearance of staff in the restaurant:

[2]

Attitude of reception staff with customers:

[2]

Standard of facilities offered in the conference room:

[2]

Examiner Only	
Marks	Remark

6 Mr Simpson has made a complaint to the manager that his meal was served cold. The manager of the restaurant immediately apologised and replaced his meal.

(a) Explain the benefit to the business of the manager resolving Mr Simpson's complaint.

_____ [2]

(b) Explain the benefit to Mr Simpson of having his complaint resolved.

_____ [2]

7 The Food Safety Act (1990) ensures the safety of food from raw ingredients to finished products. The Act is enforced by Environmental Health Officers.

(a) Write down **four** powers an Environmental Health Officer has to enforce this law.

- 1. _____ [1]
- 2. _____ [1]
- 3. _____ [1]
- 4. _____ [1]

Examiner Only	
Marks	Remark

(b) Accidents can happen in any catering organisation. Most organisations have designated first aiders.

Explain **two** ways a first aider would treat an individual who has become unconscious following a fall.

1. _____

_____ [2]

2. _____

_____ [2]

(c) Explain why blue-coloured plasters are used in commercial and catering kitchens.

_____ [2]

Examiner Only	
Marks	Remark

8 A snack bar is opening in the local leisure centre.

(a) Write down **four** ways it can attract customers.

1. _____ [1]
2. _____ [1]
3. _____ [1]
4. _____ [1]

(b) Menu planning requires chefs to have an understanding of customers' dietary needs.

Explain **four** dietary considerations when developing a menu.

1. _____

_____ [2]
2. _____

_____ [2]
3. _____

_____ [2]
4. _____

_____ [2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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