

Candidate Name	Centre Number	Candidate Number

WELSH JOINT EDUCATION COMMITTEE
General Certificate of Secondary Education



CYD-BWYLLGOR ADDYSG CYMRU
Tystysgrif Gyffredinol Addysg Uwchradd

661/01

GCSE HOSPITALITY AND CATERING

UNIT 1: THE HOSPITALITY AND CATERING INDUSTRY (1)

A.M. FRIDAY, 20 January 2006

(1 hour)

For Examiner's use only	
Number	Mark
1	
2	
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9	
Total	

INSTRUCTIONS TO CANDIDATES

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided.

INFORMATION FOR CANDIDATES

The maximum mark for this paper is 50.

The number of marks is given in brackets at the end of each question or part-question.

You are reminded of the necessity for good English and orderly presentation in your answers.

No certificate will be awarded to a candidate detected in any unfair practice during the examination.

Answer **all** the questions.

- 1. The following are examples of customer care phrases.
Tick [✓] examples of **good** customer care.

[4]

I'll take care of that right away.	
Sorry, I'm too busy to deal with you.	
I'll go and get it for you.	
Forget it, you're making too much of a fuss.	
Is there anything else I can help you with?	
I don't know, but I'll find out for you now. Please take a seat for a moment.	
No, – too late, come back tomorrow.	

- 2. We need iron to form the red blood cells, which carry oxygen to all parts of the body.

Name **two** foods that are high in iron.

[2]

- (i)
- (ii)

- 3. A business group are arranging a meeting at a local hotel.
List **two** items, services or facilities they will require.

[2]

- (i)
- (ii)

- 4. Explain the following terms used in catering.

[3]

- (i) Mise en place
- (ii) Al dente
- (iii) Bouquet garni

5.



Teamwork is important in the Hospitality and Catering Industry.

(a) State **one** function of a team leader.

[1]

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(b) Why is it important that the Chef communicates with the Head Waiter/ess?

[2]

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(c) List **two** ways in which teamwork can ensure smooth running of the kitchen.

[2]

(i)

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(ii)

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6. Record keeping is important and helps to ensure the smooth running of the hotel industry.

(a) Explain why the following types of record keeping are used in the reception area of a hotel. [5]

(i) Room Lists

(ii) Booking Forms

(iii) Customer Telephone Bills

(iv) Customer Survey

(v) Restaurant Orders

(b) Explain why stock control records are used in the kitchen. [3]

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8. You are working for a firm of Contract Caterers who have been asked to prepare and serve a meal for an engagement party.

(a) What do you understand by the term contract caterers? [2]

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(b) Hazard Analysis and Critical Control Points are important when preparing and serving food for the occasion.

Identify and explain **four** safety checks that are critical to the safe preparation and serving of food. [4]

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9. (a) Describe the qualities and/or skills needed by a head chef in a large restaurant. [4]

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(b) Discuss the role the restaurant manager has in the running of the hotel restaurant. [6]

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