

Candidate Name	Centre Number	Candidate Number
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General Certificate of Secondary Education

664/01

**GCSE
HOSPITALITY AND CATERING
UNIT 4: THE HOSPITALITY
AND CATERING INDUSTRY (II)**

A.M. FRIDAY, 18 January 2008

(1½ hours)

For Examiner's use only	
Number	Mark
1.	
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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 100.

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* questions.

1. Tick [✓] the box next to each statement to show if it is **true** or **false**. [4]

- (i) Logos help you to recognise a company
- (ii) Corporate menus are different in each establishment
- (iii) A corporate uniform makes all the staff look different
- (iv) Fast food outlets always look the same

True	False

2. The RIPH (Royal Institute of Public Health) is available to give advice on food safety and hygiene.

(a) Why is food safety important? [1]

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(b) Give **two** ways the Royal Institute of Public Health can provide support for chefs. [2]

(i)

(ii)

3. Some people have food allergies.

(a) What symbol is used on a menu to show a dish is **wheat** free? [1]

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(b) List **three** ways a chef can ensure dishes are **nut** free. [3]

(i)

(ii)

(iii)

(c) Give **four** reasons why wait staff need to have knowledge of what is on the menu. [4]

(i)

(ii)

(iii)

(iv)

4.



The hospitality and catering industry produce a lot of waste. It is important that they help protect the environment by reducing the amount of waste produced.

(a) Suggest **three** ways in which kitchen staff can reduce waste. [3]

(i)

(ii)

(iii)

(b) Describe ways in which a hotel can reduce, reuse and recycle products. [4]

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(c) Discuss how a hotel can encourage guests to help protect the environment. [6]

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5. Quality Assurance and Quality Control are used in hospitality and catering to ensure customers have products and services that are of a consistent standard.

(a) Name **two** organisations that judge the quality of products and services (accommodation and food). [2]

(i)

(ii)

(b) Accommodation can be rated by stars or diamonds. Describe how a small hotel could achieve such an award. [4]

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(c) Describe how a restaurant manager can ensure a high standard of service for customers. [4]

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(a) How could a new hotel benefit the local community? [2]

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(b) Suggest ways in which a hotel could promote the use of local produce. [4]

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(c) Discuss the effects tourism could have on the hospitality and catering industry. [4]

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7. Awel-y-mor restaurant is launching a new menu with a view to attract more customers including families.

(a) Explain the difference between an à la carté and table d'hôte menu. [4]

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(b) Discuss the main factors that the chef should consider when planning a new menu. [6]

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8. The EHO (Environmental Health Officer) has an important role to play in enforcing current legislation.

(a) Describe the role of the EHO. *(You may wish to refer to premises, food and training in your answer.)* [6]

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(b) Every year in the UK 1000 people are killed at work.
Discuss the main responsibilities of an employer in order to comply with the Health and Safety at Work Act (1974). [6]

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9. The Feathers Hotel has decided to refurbish the kitchen and food storage areas.

(a) Describe the factors that will affect the planning of the kitchen. [6]
(You may wish to include services, equipment and food safety in your answer.)

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(b) When planning the new food storage area, what factors will need to be considered? [6]
(You may wish to include the storage of different foods, lighting, stock control and health and safety in your answer.)

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