

Candidate Name	Centre Number	Candidate Number
		0



**GCSE**

661/01

**HOSPITALITY AND CATERING  
UNIT 1: THE HOSPITALITY AND CATERING  
INDUSTRY (I)**

A.M. THURSDAY, 19 June 2008

1½ hours

**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.

For Examiner's use only	
Number	Mark
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
<b>Total</b>	

Answer **all** questions.

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

[4]

	True	False
(i) Contract caterers provide food and drink.		
(ii) Contract caterers always use their own kitchen.		
(iii) Contract caterers prepare food for special events.		
(iv) Contract caterers have a room available for events to be held in.		

2. Complete the following table.

Give the food preparation term or meaning for **each** of the following.

[4]

Food preparation term	Meaning
(i) .....	<b>Tossed in fat</b>
<b>Entrée</b>	(ii) ..... .....
(iii) .....	<b>A smooth mixture made from food passed through a sieve.</b>
<b>Brûlé</b>	(iv) ..... .....

3. Many hotels are now providing conference facilities.

(a) Suggest **two** groups that may use these facilities. [2]

(i) .....

(ii) .....

(b) Name **three** items a group may need during the conference. [3]

(i) .....

(ii) .....

(iii) .....

(c) Some delegates (people attending) may require accommodation.  
State **two** advantages to the hotel and **two** advantages to the delegate. [4]

(i) Hotel 1. ....

2. ....

(ii) Delegate 1. ....

2. ....

4. There are many ways used to communicate information within the hospitality and catering industry.

(a) Suggest the appropriate way to communicate the following information: [3]

(i) stock control in the kitchen;

.....

(ii) restaurant bookings to wait staff;

.....

(iii) hotel bookings to manager.

.....

(b) State why it is important to have accurate record keeping in the kitchen. [4]

.....  
.....  
.....  
.....  
.....

5.



Flour is used extensively in the cooking of a range of dishes.

(a) Name the type of flour used for **each** of the following. [3]

(i) Bread rolls .....

(ii) Short crust pastry .....

(iii) Swiss roll .....

(b) Complete the process for making scones using the words in the box. [4]

flour	sugar	fat	milk
-------	-------	-----	------

Sieve the ..... into a bowl and rub in the .....

Stir in the ..... . Add the .....

Mix together to form a dough. Roll out and cut with pastry cutter.

(c) List the **four** methods of cake making. [4]

(i) .....

(ii) .....

(iii) .....

(iv) .....

6.



A customer has complained that his soup is cold.

(a) How should the wait staff deal with the complaint? [2]

.....

.....

.....

.....

(b) Suggest **two** ways in which the establishment can ensure this does not happen again. [2]

(i) .....

.....

(ii) .....

.....

(c) Why is it important for the wait staff to communicate with the chef throughout service? [2]

.....

.....

.....

.....

(d) Explain the importance of teamwork. [3]

.....

.....

.....

.....

.....

.....

7. Customer care and quality service are important in the hospitality and catering industry. Satisfied customers will return.

(a) Describe how staff in a restaurant can ensure their customers are happy with the service provided. [4]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(b) Discuss the importance of good customer care in the hospitality and catering industry. [6]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

8. The government guidelines suggest that we should all eat a healthy diet.

(a) Explain what is meant by a 'healthy diet'. [3]

.....  
.....  
.....  
.....  
.....

(b) State **three** reasons why we need a healthy diet. [3]

(i) .....

(ii) .....

(iii) .....

(c) Discuss how a restaurant can make the dishes they offer healthy. [6]

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....











A series of 25 horizontal dotted lines spanning the width of the page, providing a writing area for the examiner.