

Candidate Name	Centre Number	Candidate Number
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GCSE

664/01

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

P.M. MONDAY, 23 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	
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Total	

Answer all questions.

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

Initials	Meaning	True	False
(i) CIEH	Cooking In Every Hotel		
(ii) RIPH	Royal Institute of Public Health		
(iii) BHA	British Hotel Act		
(iv) RSPH	Royal Society for the Promotion of Health		

2. (a) State **one** link between the hospitality and catering and travel and tourism industries. [1]

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- (b) List **two** ways in which a hotel can benefit the local economy. [2]

(i)

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(ii)

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- (c) Give **three** differences between permanent and casual staff. [3]

(i)

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(ii)

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(iii)

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3. Different menus suit different customer needs.

(a) What is meant by a set menu? [1]

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(b) What is meant by a take-away menu? [1]

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(c) Suggest **two** healthy dishes that may be found on a children's menu. [2]

(i)

(ii)

(d) Why is it important for children to have a healthy choice on the menu? [2]

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4. (a) Name **three** different foods to which some customers may have intolerance. [3]

(i)

(ii)

(iii)

(b) State **three** ways in which a restaurant can ensure that they cater for customers who are **wheat** intolerant. [3]

(i)

(ii)

(iii)

5. Hotels and restaurants are expected to meet certain standards of service.

(a) What is meant by the abbreviations QC and QA? [2]

(i) QC

(ii) QA

(b) Describe how the industry can ensure customers have products that are of a consistent standard in relation to;

(i) food, [4]

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(ii) accommodation. [4]

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7.



(a) If a member of staff discovers a fire, what should they do? [2]

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(b) Outline the ways in which people can be evacuated from the building. [2]

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(c) Evacuating a burning building can be dangerous.
State **two possible** dangers. [2]

(i)

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(ii)

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(d) Evaluate how training the members of staff in hotels could assist them in identifying and reducing the risk that fire presents in the workplace. [4]

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8. St. David's hotel has decided to redesign the kitchen and restaurant areas.

(a) Before the kitchen can reopen the Environmental Health Officer (EHO) will need to visit. Explain the role of the EHO within the kitchen area. [4]

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(b) Discuss the points that need to be considered when planning the new restaurant. [4]

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