

Candidate Name	Centre Number	Candidate Number
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GCSE

4742/01

**HOSPITALITY AND CATERING
UNIT 4: HOSPITALITY AND THE CUSTOMER**

P.M. FRIDAY, 28 January 2011

1¼ hours

For Examiner's use only	
Question	Mark Awarded
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Total	

4742
01/0001

INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

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

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.

Answer all questions.

1. Tick (✓) the box next to each statement to show if it is **true** or **false**. [3]

	TRUE	FALSE
(i) A “set” menu has more than one choice of dish for each course.		
(ii) On a take away menu all dishes cost the same.		
(iii) Fast food menus have a set number of choices.		

2. Name **two** job roles within a hotel restaurant area. [2]

- (i)
- (ii)

3. State **two** ways in which a new hotel may benefit the local economy. [2]

- (i)
- (ii)

4. Team work is important in the hospitality industry.

List **three** qualities a team leader needs to be successful. [3]

- (i)
- (ii)
- (iii)

5. (a) List **three** different ways in which a booking for a hotel room can be made. [3]

(i)

(ii)

(iii)

(b) When taking a room booking what essential information is required by the hotel? [4]

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7. A customer complains to the wait staff that the bar meal he has ordered is cold.

(a) Explain how the member of staff should deal with this complaint. [4]

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(b) Explain how an establishment and its staff can present a positive image to customers. [6]

(i) Establishment

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(ii) Staff

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10. Jules is the conference manager at a large hotel. He has had an enquiry from a national company regarding a booking for a **two-day** conference.

(a) What information will Jules require to prepare a quotation (the cost) for the conference? [5]

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(b) The health and safety of the conference delegates is of prime importance.
Discuss the potential health and safety risks that Jules would need to take into account when carrying out the risk assessment for the conference. [4]

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