

Surname	Centre Number	Candidate Number
Other Names		0



GCSE

4742/01

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

P.M. FRIDAY, 25 May 2012

1¼ hours

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

INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen. Do not use pencil or gel pen. Do not use correction fluid.

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.

If you run out of space, use a standard 4 page continuation booklet. Number the question(s) clearly and put your continuation booklet in this question-and-answer booklet. No other style of answer booklet should be used.

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.



M A Y 1 2 4 7 4 2 0 1 0 1

Answer all questions.

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

	True	False
(i) A Guest House provides bed and breakfast.		
(ii) Youth hostels offer room service.		
(iii) A 4 star hotel provides restaurant service for their guests.		

2. (a) Name **two** different job roles found in a restaurant of a hotel. [2]

(i)

(ii)

- (b) Explain what is meant by:

(i) Permanent staff; [2]

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(ii) Casual staff. [2]

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3. A successful menu will provide customers with a variety of choices.

(a) State **three** points to consider when planning a menu. [3]

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

Menu

Cream of leek and potato soup

Creamy Chicken
Braised onions & cauliflower
Baby new potatoes

Egg Custard Tart

(b) Suggest **four** ways of improving the menu above. [4]

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4. (a) State **two** powers that are given to Environmental Health Officers (EHO's). [2]

(i)

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(ii)

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(b) Explain the role of an EHO when carrying out a routine visit to a school canteen. [4]

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(c) Strict hygiene procedures need to be followed in order to prevent food poisoning. [3]

Give **three** food hygiene rules:

(i)

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(ii)

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(iii)

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5. Record keeping is important in the Hospitality and Catering Industry.

(a) Give **three** examples of records kept in a hotel. [3]

(i)

(ii)

(iii)

(b) Name **two** ways in which data can be stored in a hotel. [2]

(i)

(ii)

(c) Explain the main purpose of the Data Protection Act. [3]

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6. Many businesses use a corporate identity.



Explain the benefits of using a corporate identity to the:

- (i) Employer;
- (ii) Employee;
- (iii) Customer.

(i) Employer;

[2]

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(ii) Employee;

[2]

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(iii) Customer.

[2]

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Acknowledgements:

http:tigtpromotions.com

www.emago.com



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7. John has recently taken over a small hotel and wants to improve environmentally friendly practices.

(a) Describe **four** ways that waste could be reduced in a hotel’s kitchen. [4]

(i)

(ii)

(iii)

(iv)

(b) Discuss ways in which staff and customers of the hotel could help to protect the environment. [6]



8. Working safely is important at all times.

(a) Explain the responsibilities of the employer and employee as stated in the Health and Safety at Work Act. (HASAWA)

(i) Employer; [2]

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(ii) Employee. [2]

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(b) Ian recently started his new post of Restaurant Manager at a 4 star hotel. Part of his induction involved fire safety training.

Describe the procedures that Ian would need to follow if there was a fire. [4]

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(c) Ian is keen to develop more effective teamwork.
Assess the importance of teamwork in the running of the hotel restaurant. [6]

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9. Penny and George are to celebrate their Silver Wedding Anniversary. A venue has been booked and fifty guests are to be invited.

(a) List **three** pieces of information the couple would need to give to the event's manager. [3]

(i)

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(ii)

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(iii)

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Penny and George are considering what type of food service to have at their silver wedding celebrations.

(b) Discuss the types of food services that could be suitable for this event. [6]

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(c) Assess how good customer service would ensure the success of this event.

[8]

A series of horizontal dotted lines for writing an answer to question (c).



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