

New
Specification



Centre Number

71	
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Candidate Number

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General Certificate of Secondary Education
January 2011

Hospitality

Unit 1: The Hospitality Industry

[GHP11]

THURSDAY 20 JANUARY, AFTERNOON

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.
Write your answers in the spaces provided in this question paper.
Answer **all ten** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 80.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.
Quality of written communication will be assessed in questions **9** and **10**.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
Total Marks	



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- 5 A new 5-star hotel has been built in the city centre. To ensure it is a success the hotel manager recognises the importance of promoting a positive image in all areas of the hotel.

Explain how the hotel manager can promote a positive image through the:

Appearance of staff in the restaurant:

[2]

Attitude of reception staff with customers:

[2]

Standard of facilities offered in the conference room:

[2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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