

New  
Specification



Centre Number

71	
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Candidate Number

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General Certificate of Secondary Education  
2011

## Hospitality

### Unit 1: The Hospitality Industry

[GHP11]

WEDNESDAY 18 MAY, MORNING



#### 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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1 The hospitality industry is linked with many other industries.

Identify the industry each outlet below is linked to.

Outlet	Industry
In-flight meals	
Hospital Coffee Shop	
School Cafeteria	
Museum Café	

[4]

2 Food hygiene laws mean that all food premises should have a HACCP system in place. Write down the meaning of the term HACCP.

H \_\_\_\_\_ [1]

A \_\_\_\_\_ [1]

C \_\_\_\_\_ [1]

C \_\_\_\_\_ [1]

P \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark

3 Jessica is in her first year of university and is looking for a part-time job as a hotel receptionist.

**Grafton Recruitment – Receptionist**

**Job Summary**

Salary: £10,000–£20,000  
Job Role(s): Receptionist  
Industry: Secretarial & Administration, Travel & Tourism  
Recruiter Type: Recruitment Agency

**About the Job:**

Part-time Hotel Receptionist required to cover evenings and weekends. Position would suit a student looking for part-time work. Ideally the suitable candidate will have previously worked in a hotel. Additional training will be provided.

Hours of work: Wed, Thurs evenings from 3pm–10pm and weekend work.

© Grafton Recruitment

(a) Write down **three** duties Jessica will be expected to carry out.

1. \_\_\_\_\_  
\_\_\_\_\_ [1]

2. \_\_\_\_\_  
\_\_\_\_\_ [1]

3. \_\_\_\_\_  
\_\_\_\_\_ [1]

(b) Explain the term on-job training.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

(c) Explain one benefit of off-job training for the employee.

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[2]

4 Complete the table below to identify either the job level or job title for kitchen staff in a large hotel.

Level	Job Title
	Head Chef
Supervisory	
	Kitchen Porter

[3]

5 Business people often require hotel accommodation.

Explain **three** business services which may be provided by the hotel.

1. \_\_\_\_\_

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[2]

2. \_\_\_\_\_

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[2]

Examiner Only	
Marks	Remark

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

6 Reception is an important area of the hotel.

(a) Explain how reception staff could deal with each of the following customer enquiries.

A request for information about the hotel:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

An incoming message for a guest:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

A guest wanting to visit a local art gallery:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

A guest making a dinner reservation:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

Providing quality customer care is very important in the hospitality industry.

(b) Write down **one** possible outcome of poor quality customer care for each of the following.

The Business:

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[1]

The Employee:

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[1]

The Customer:

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[1]

7 Callum and his friend are staying in a local hotel. He has informed them that he is in a wheelchair.

Explain **three** ways the hotel can meet Callum's needs.

1. \_\_\_\_\_

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[2]

2. \_\_\_\_\_

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[2]

3. \_\_\_\_\_

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[2]

Examiner Only	
Marks	Remark



- 9 (a) Research has shown that there are links between what we eat and many modern diseases.

Write down **two** advantages to a catering establishment of preparing healthy meals for customers.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_ [2]

- (b) It is important that caterers cut down on the amount of fat served in food to customers.

Write down **five** ways of producing dishes with a lower fat content.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

3. \_\_\_\_\_ [1]

4. \_\_\_\_\_ [1]

5. \_\_\_\_\_ [1]

- (c) Hospitals have to adapt their menus to meet the individual needs of their patients. Mrs Sinclair is an elderly patient in the South Midlands Hospital, who suffers from diabetes.

Discuss the type of menu that the catering manager should provide to meet Mrs Sinclair's dietary requirements.

\_\_\_\_\_

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