



Centre Number

71

Candidate Number

General Certificate of Secondary Education
January 2012

Hospitality

Unit 1: The Hospitality Industry

[GHP11]

FRIDAY 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

1 Hospitality is provided in a range of outlets.

Complete the table below by identifying **two** examples of customers who would be linked to the given outlet and **two** services it provides.

One example has been completed.

Outlet	Examples of Customers	Services Provided
Hospital	Nurse Patients	Canteen Vending Machine
School	_____ _____	_____ _____
Residential Home	_____ _____	_____ _____

[8]

2 Write down **three** different levels of job roles within the hospitality industry.

1. _____ [1]

2. _____ [1]

3. _____ [1]

Examiner Only	
Marks	Remark

(c) Explain **two** disadvantages of providing table service for the City Hotel.

1. _____

_____ [2]

2. _____

_____ [2]

4 Explain **two** duties the manager of a youth hostel would undertake.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

7 A local leisure centre has decided to offer birthday parties for children under the age of 10.

Explain **four** ways the leisure centre could ensure the meal experience is enjoyable for the children.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

4. _____

_____ [2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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