



General Certificate of Secondary Education
2012

Centre Number

71

Candidate Number

Hospitality
Unit 1: The Hospitality Industry

[GHP11]

WEDNESDAY 16 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

1 (a) The hospitality industry can be divided into two sectors.

Identify the sector for each of the outlets below.

Outlet	Sector
Chinese Restaurant	
School Cafeteria	
Fast Food Outlet	
Prison Canteen	

[4]

(b) Write down **two** types of external customers on a cruise ship.

1. _____ [1]

2. _____ [1]

(c) Explain the term internal customers.

_____ [2]

Examiner Only	
Marks	Remark



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2 Many hotels provide conference facilities.

(a) Write down **two** groups of customers who may use these facilities.

1. _____ [1]

2. _____ [1]

(b) Write down **two** items of equipment a group may need during a conference.

1. _____ [1]

2. _____ [1]

(c) A charity organisation is holding a fundraising dinner in a local hotel.

Write down **four** pieces of information that should be recorded by the banqueting manager when the reservation is being made.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

Examiner Only	
Marks	Remark

3 Meals can be served using a variety of methods.

Examiner Only

Marks Remark

(a) Describe **two** types of meal service.

1. _____

_____ [2]

2. _____

_____ [2]

(b) Vending machines are used widely in large buildings to provide food and beverage services for people.

Write down **two** advantages of a vending machine being used to serve food and drink.

1. _____ [1]

2. _____ [1]

4 Write down **four** common food allergies/intolerances.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

5 (a) Write down the meaning of the abbreviated term RIDDOR.

R _____

I _____

D _____

D _____

O _____

R _____ [6]

(b) The Health and Safety at Work Act 1974 applies in all workplaces to ensure the health and safety of both employees and employers.

Explain **three** examples of how this Act is applied within the hospitality industry.

1. _____

_____ [2]

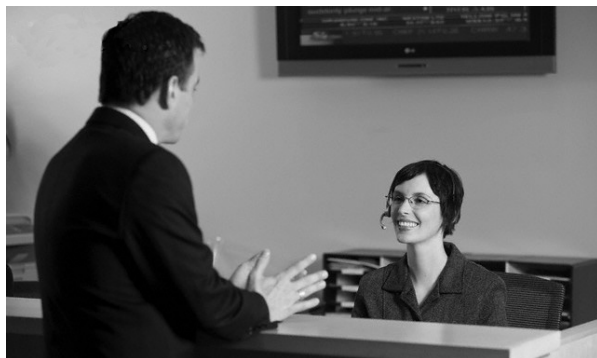
2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark



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6 Good communication is essential in the hospitality industry.

Complete the table by identifying **two** examples of how reception staff may use each type of communication when dealing with customers.

Type of Communication	How reception staff use this method
Body Language	1. _____ _____ 2. _____ _____
Written	1. _____ _____ 2. _____ _____

[4]

Examiner Only	
Marks	Remark

- 7 Hotels are divided into various departments and employ a wide range of staff. Each member of staff has specific job roles to carry out.

Describe the role of the following:

(a) Sous chef.

[2]

(b) Housekeeper.

[2]

(c) Waiter/waitress.

[2]

(d) Duty manager.

[2]

(e) Receptionist.

[2]

Examiner Only	
Marks	Remark

8 A department manager carries out staff appraisals with employees on a regular basis.

Explain **one** benefit of the appraisal to the

(a) Staff

_____ [2]

(b) Business

_____ [2]

9 Alan and Anne are opening a new city centre restaurant. They need to employ a head waiter.

Discuss the skills and qualities that are required for this job.

Examiner Only	
Marks	Remark

10 (a) Jobs in the hospitality industry are advertised using a wide variety of sources.

Write down **two** different advantages for each of the sources below when looking for job vacancies.

Source of Job Advertisement	Advantage of source
Newspaper	1. _____ _____ 2. _____ _____
Recruitment Agency	1. _____ _____ 2. _____ _____
Job Centre	1. _____ _____ 2. _____ _____

[6]

(b) The Internet is widely used to source job vacancies within the hospitality industry.

Evaluate the use of the Internet when trying to find employment in a large hotel chain.

Examiner Only	
Marks	Remark

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