Rewarding Learning

General Certificate of Secondary Education
January 2013

Hospitality

Unit 1: The Hospitality Industry

[GHP11]

MONDAY 21 JANUARY, AFTERNOON

GHP11

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	

8135

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1 **(a)** Write down the **five** nutrients found in food.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

5. _____ [1]

(b) Explain the term food allergy.

_____

_____

_____

_____ [2]

(c) Write down **two** signs of an allergic reaction to food.

1. _____ [1]

2. _____ [1]

2 Complete the table below. Write down one example for each industry and outlet providing catering services.

Industry	Example	Outlet
Travel	Aeroplane	In-Flight Meals
Tourism		
Health		
Education		

[6]

3 There is a wide range of qualifications that are useful when applying for a job in the hospitality industry.

(a) Write down **one** qualification a receptionist may need.

_____ [1]

(b) Hotels usually have administration departments. Write down **four** duties administrative staff would perform.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

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4 In large hotel or restaurant kitchens a team of people carry out different roles.

(a) Describe **one** role of the following job titles:

1. Head Chef:

_____

_____

_____

_____ [2]

2. Sous Chef:

_____

_____

_____

_____ [2]

3. Section Chef:

_____

_____

_____

_____ [2]

4. Commis Chef:

_____

_____

_____

_____ [2]

5. Kitchen Porter:

_____

_____

_____

_____ [2]

(b) Explain **three** personal qualities a head chef should have.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

3. _____

_____

_____

_____ [2]

5

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5   A French couple with two young children are staying at a Belfast hotel for a city break.

   (a) Explain **three** ways staff could communicate effectively with a non-English speaking family.

   1. _____

   _____

   _____

   _____ [2]

   2. _____

   _____

   _____

   _____ [2]

   3. _____

   _____

   _____

   _____ [2]

(b) Explain **three** services or facilities the hotel could provide to make the family's stay more enjoyable.

1. _____

   _____

   _____

   _____ [2]

2. _____

   _____

   _____

   _____ [2]

3. _____

   _____

   _____

   _____ [2]

7

[Turn over

6 Explain the purpose of the Disability Discrimination Act (DDA) 1995.

_____

_____

_____

_____ [2]

7 The HACCP system has a number of steps that aim to ensure food is safe to eat.

Explain **one** possible hazard that may occur at the following critical control points:

1. Storage of food.

_____

_____

_____

_____ [2]

2. Preparation of food.

_____

_____

_____

_____ [2]

3. Serving of food.

_____

_____

_____

_____ [2]

8 Kamal has scalded his hand when pouring out boiling water.

(a) Describe the procedure for treating a scald.

_____

_____

_____

_____

_____

_____

_____ [4]

(b) Explain why cream should not be applied to a scald.

_____

_____

_____

_____ [2]

8135 **9** **[Turn over**

9 Providing quality customer care is very important in the hospitality industry. Discuss how high quality customer care can benefit employees.

_____

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_____

_____ [9]

11

[Turn over

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10 Evaluate customer comment cards as a method of monitoring customer care.

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[9]

THIS IS THE END OF THE QUESTION PAPER