



Centre Number

71

Candidate Number

General Certificate of Secondary Education  
January 2014

## Hospitality

### Unit 1: The Hospitality Industry

[GHP11]

THURSDAY 9 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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A duty of the Conference and Banqueting Manager is to conduct staff appraisals.

(c) Explain **three** benefits of a staff appraisal for employees.

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

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

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

Examiner Only	
Marks	Remark















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**THIS IS THE END OF THE QUESTION PAPER**

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