



General Certificate of Secondary Education
2016

Centre Number

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Candidate Number

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Hospitality

Unit 1: The Hospitality Industry



[GHP11]
MONDAY 13 JUNE, 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 (a) Write down the sector of the hospitality industry that depends most on making a profit.

_____ [1]

(b) Complete the table below by ticking (✓) in the box next to the statement to show if it is true or false.

	True	False
A B&B provides evening meals		
A 4 star hotel must provide restaurant service		
A hostel provides room service		

[3]

(c) Write down **two** different hospitality outlets that may be found within the education industry.

1. _____ [1]

2. _____ [1]

Examiner Only	
Marks	Remark

2 The aim of the Health and Safety at Work Act is to protect employers and employees.

Explain **three** safety rules a head chef might make when training kitchen staff in the safe handling of knives.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

3 Restaurants are now adapting their menus to cater for a wider range of dietary needs.

(a) Write down **two** ways a restaurant could inform a customer with a nut allergy of dishes that are suitable to eat.

1. _____ [1]

2. _____ [1]

(b) Describe **three** ways a chef could ensure the safety of customers when preparing foods to prevent an allergic reaction.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

4 A school canteen has recently appointed a new kitchen manager.

Explain **three** qualities required to be a successful kitchen manager.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

5 (a) Part of a kitchen manager’s role is to conduct staff appraisals.

Explain **two** benefits of a staff appraisal for the employee.

1. _____

_____ [2]

2. _____

_____ [2]

(b) Good teamwork is important in the hospitality industry.

Explain **three** examples of good teamwork in a kitchen.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

6 A variety of job roles exist within a hotel.

Describe the job role of each member of staff identified below:

General Manager

[2]

Receptionist

[2]

Concierge

[2]

Hotel Porter (Front Office)

[2]

Maintenance officer

[2]

Examiner Only	
Marks	Remark

7 Describe **three** ways the General Manager could ensure the needs of a VIP (Very Important Person) guest are met.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

8 In the hospitality industry it is important that customer complaints are handled effectively.

(a) Explain **three** benefits to a business of successfully resolving a customer complaint.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

(b) Discuss **two** reasons why it is important that a business keeps a complaints log.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

Lined area for writing.

[9]

Examiner Only

Marks Remark

Table with 2 columns: Marks, Remark.

THIS IS THE END OF THE QUESTION PAPER

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