

New  
Specification



Rewarding Learning

General Certificate of Secondary Education  
2018

Centre Number

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Candidate Number

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# Hospitality

Unit 1  
The Hospitality Industry



\*GPT11\*

[GPT11]

THURSDAY 14 JUNE, AFTERNOON

## TIME

1 hour.

## 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 six** questions.

## INFORMATION FOR CANDIDATES

The total mark for this paper is 65.  
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 Question 6.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	

Total Marks	
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- 2 (a) For each industry circle the hospitality outlet and type of customer you may find. An example has been completed for you.

Industry	Outlet	Type of Customer
Leisure	Gym Health Bar Bistro	Young Child Members
Travel	Airport Coffee Kiosk Health Centre	Residents Tourists
Tourism	Residential Home Museum Cafe	Visitors Patients
Health	Hospital Canteen Public House	Medical Staff Business people
Education	Youth Hostel University Students' Union Bar	Students Children

[8]

- (b) Describe the term catering services sector.

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[2]

Examiner Only

Marks Remark



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3 Plasters are a common item found in a First Aid box.

(a) Write down **five** other items that should be included.

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

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

3. \_\_\_\_\_ [1]

4. \_\_\_\_\_ [1]

5. \_\_\_\_\_ [1]

(b) Explain **three** steps a first aider should take when treating a burn.

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

3. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Examiner Only	
Marks	Remark





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**(Questions continue overleaf)**



(b) Explain **three** skills a manager should have when working for a large hotel.

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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