



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

**MV18**

[GHP11]

**THURSDAY 14 JUNE, AFTERNOON**

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## **Time**

1 hour 30 minutes, plus your additional time allowance.

## **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 at the end of each question indicate the marks awarded to each question or part question.

Quality of written communication will be assessed in questions **9** and **10**.

- 1 Hospitality is provided in a range of industries. Complete the table below by writing down **one** different example of an outlet for each industry and a service the outlet provides. [8 marks]

Industry	Example	Service Provided
Travel		
Tourism		
Health		
Education		

- 2 A customer has informed a waiter they are coeliac (gluten intolerant).

(a) Write down **four** different foods the person should avoid. [1 mark for each answer]

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**(b)** Explain the term anaphylaxis. [2 marks]

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3 Following government recommendations, schools must now offer healthier and more nutritious meal options for students.

(a) Write down the **five** groups of nutrients found in food.  
[1 mark for each answer]

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

(b) Explain **three** health reasons why teenagers should make good food choices. [2 marks for each answer]

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



4 Positive image is important in all areas of a hotel.

Explain **three** ways a hotel can promote a positive image through the standard of facilities offered in bedrooms.  
[2 marks for each answer]

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

\_\_\_\_\_

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

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

5 Explain **three** ways the food service team can prepare the restaurant before service.  
[2 marks for each answer]

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

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

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

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**(Questions continue overleaf)**

6 Quality customer care is important in the hospitality industry.

Explain **two** ways quality customer care can benefit:

Customers [2 marks for each answer]

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

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

Employees [2 marks for each answer]

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

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

Employers [2 marks for each answer]

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

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

7 A new hotel is recruiting reception staff for their front office department.

(a) Write down **three** job sources.

[1 mark for each answer]

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

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

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

(b) Describe **one** skill and **one** quality that a receptionist requires.

Skill [2 marks]

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Quality [2 marks]

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(c) Explain why it is useful to have a recognised qualification in the area of hospitality when applying for a job in the industry. [2 marks]

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**8** Health and safety at work promotes good working practices.

**(a)** Explain the purpose of Hazard Analysis Critical Control Point (HACCP) in a commercial kitchen. [2 marks]

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**(b)** Explain the aim of the Health and Safety at Work Act. [2 marks]

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**(Questions continue overleaf)**









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

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For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
<b>Total Marks</b>	

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