



General Certificate of Secondary Education
January 2012

Centre Number

71

Candidate Number

Hospitality

Unit 1: The Hospitality Industry

[GHP11]

FRIDAY 20 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

1 Hospitality is provided in a range of outlets.

Complete the table below by identifying **two** examples of customers who would be linked to the given outlet and **two** services it provides.

One example has been completed.

Outlet	Examples of Customers	Services Provided
Hospital	Nurse Patients	Canteen Vending Machine
School	_____	_____
Residential Home	_____	_____

[8]

2 Write down **three** different levels of job roles within the hospitality industry.

1. _____ [1]

2. _____ [1]

3. _____ [1]

Examiner Only	
Marks	Remark



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3 Mr Youseff has checked into the 4-star City Hotel for a meeting the next day.

(a) Write down **three** complimentary services Mr Youseff could make use of in his hotel bedroom

1. _____ [1]
2. _____ [1]
3. _____ [1]

Mr Youseff and two business colleagues decide to have dinner together in the hotel restaurant where table service is provided.

(b) Explain **two** advantages of this type of service for Mr Youseff and his colleagues.

1. _____

 _____ [2]
2. _____

 _____ [2]

Examiner Only	
Marks	Remark

(c) Explain **two** disadvantages of providing table service for the City Hotel.

1. _____

_____ [2]

2. _____

_____ [2]

4 Explain **two** duties the manager of a youth hostel would undertake.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark



6 Corporate image is important for most outlets in the hospitality industry.

Explain **three** ways a new fast food outlet could present a positive corporate image.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only

Marks Remark

THIS IS THE END OF THE QUESTION PAPER

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