



General Certificate of Secondary Education  
January 2013

Centre Number

71

Candidate Number

# Hospitality

## Unit 1: The Hospitality Industry

[GHP11]

MONDAY 21 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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Marks Remark

1 (a) Write down the **five** nutrients found in food.

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

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

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

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

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

(b) Explain the term food allergy.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

(c) Write down **two** signs of an allergic reaction to food.

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

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

- 2 Complete the table below. Write down one example for each industry and outlet providing catering services.

Industry	Example	Outlet
Travel	Aeroplane	In-Flight Meals
Tourism	_____	_____
Health	_____	_____
Education	_____	_____

[6]

- 3 There is a wide range of qualifications that are useful when applying for a job in the hospitality industry.

(a) Write down **one** qualification a receptionist may need.

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

(b) Hotels usually have administration departments. Write down **four** duties administrative staff would perform.

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

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

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

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

Examiner Only

Marks Remark



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4 In large hotel or restaurant kitchens a team of people carry out different roles.

(a) Describe **one** role of the following job titles:

1. Head Chef:

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[2]

2. Sous Chef:

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[2]

3. Section Chef:

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[2]

Examiner Only	
Marks	Remark





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5 A French couple with two young children are staying at a Belfast hotel for a city break.

(a) Explain **three** ways staff could communicate effectively with a non-English speaking family.

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

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

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

Examiner Only

Marks	Remark

(b) Explain **three** services or facilities the hotel could provide to make the family's stay more enjoyable.

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

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

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

Examiner Only	
Marks	Remark

6 Explain the purpose of the Disability Discrimination Act (DDA) 1995.

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[2]

7 The HACCP system has a number of steps that aim to ensure food is safe to eat.

Explain **one** possible hazard that may occur at the following critical control points:

1. Storage of food.

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[2]

2. Preparation of food.

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[2]

3. Serving of food.

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[2]

Examiner Only

Marks

Remark











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

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