



General Certificate of Secondary Education
January 2015

Centre Number

71

Candidate Number

Hospitality

Unit 1: The Hospitality Industry

[GHP11]

TUESDAY 13 JANUARY, MORNING

**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 industry each outlet is linked to.

OUTLET	INDUSTRY
Museum	1. _____ [1]
Ferry	1. _____ [1]
Hospital Coffee Kiosk	1. _____ [1]
Student Canteen	1. _____ [1]

(b) Write down **two** types of external customers using a hotel.

1. _____ [1]

2. _____ [1]

(c) Explain the term internal customers.

_____ [2]

2 RIDDOR states that employers must report all accidents that take place in the workplace.

Explain why employers must carry out this procedure.

_____ [2]

Examiner Only	
Marks	Remark

3 (a) Write down **two** departments a porter would work closely with.

1. _____ [1]

2. _____ [1]

(b) Explain **three** duties a porter may carry out daily.

1. _____

 _____ [2]

2. _____

 _____ [2]

3. _____

 _____ [2]

(c) A porter should have excellent verbal communication skills.

Explain **two** ways a porter could demonstrate this.

1. _____

 _____ [2]

2. _____

 _____ [2]

Examiner Only	
Marks	Remark

4 Describe **two** ways a receptionist could communicate with a guest who has a hearing impairment.

1. _____

_____ [2]

2. _____

_____ [2]

5 Explain **two** benefits to a hotel of using an email system.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

7 Presenting a positive image is very important in the hospitality industry.

(a) Write down **four** ways a coffee shop may create a positive image.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

(b) Explain **three** benefits to a hotel of presenting a positive image.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only

Marks Remark

THIS IS THE END OF THE QUESTION PAPER

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