



General Certificate of Secondary Education
2015

Centre Number

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Candidate Number

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Hospitality

Unit 1: The Hospitality Industry



GHP11

[GHP11]

THURSDAY 21 MAY, 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 (a) Write down **three** different sources where a university graduate could find information about local hospitality jobs.

1. _____ [1]

2. _____ [1]

3. _____ [1]

- (b) Hotels have various departments.

Write down **two** different job titles for each department in the table below.

Department	Job Title
Food and Beverage	1. _____ [1]
	2. _____ [1]
Front Office	1. _____ [1]
	2. _____ [1]
Accommodation	1. _____ [1]
	2. _____ [1]
Administration	1. _____ [1]
	2. _____ [1]

Examiner Only

Marks Remark

5 Kosher food is part of Jewish culture.

(a) Write down **two** ways a head chef could ensure food is served Kosher.

1. _____ [1]

2. _____ [1]

(b) Describe **three** different ways catering can be provided to meet the needs of people in a hospital.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

- (c) School canteens are encouraged to make healthier meals for all pupils.

Explain **two** ways the catering manager could reduce the fat content in a range of dishes.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

(b) Explain **three** ways quality customer care will benefit the business.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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