



General Certificate of Secondary Education  
2017

Centre Number

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Candidate Number

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# Hospitality

Unit 1: The Hospitality Industry



\*GHP11\*

[GHP11]

TUESDAY 13 JUNE, 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	
<b>Total Marks</b>	

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1 The hospitality industry can be divided into two sectors, the commercial sector and the catering services sector.

(a) Explain the meaning of the term commercial sector.

\_\_\_\_\_

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

(b) Write down **two** different ways hospitality could be provided in the following industries:

Industry	Example of service
<b>Health</b>	1. _____ [1]
	2. _____ [1]
<b>Travel</b>	1. _____ [1]
	2. _____ [1]
<b>Education</b>	1. _____ [1]
	2. _____ [1]

2 Write down **three** pieces of Health and Safety legislation relevant to the hospitality industry.

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

Examiner Only	
Marks	Remark



(c) Describe **three** duties a hotel manager would carry out regularly.

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

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

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

Examiner Only	
Marks	Remark

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4 Hotels are now offering family packages to attract more customers.

(a) Explain how in-room entertainment may be a benefit to a family with young children.

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[2]

(b) Explain **three** ways the restaurant staff could meet the needs of young children.

1. 

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[2]

2. 

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[2]

3. 

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[2]

Examiner Only

Marks Remark



6 A hotel has decided to provide a buffet service at its New Year's Eve party.

Explain **one** benefit of buffet service for the:

Hotel

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[2]

Customers

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[2]

Examiner Only	
Marks	Remark



8 A bistro has been taken over by new owners.

(a) Describe **two** different ways the new owners could promote a positive image through:

Appearance of staff

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

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

Standard of facilities

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

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

Examiner Only	
Marks	Remark

(b) Explain **two** ways poor customer care could affect the business.

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

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

Examiner Only	
Marks	Remark









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

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