



General Certificate of Secondary Education
2018

Centre Number

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Candidate Number

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Hospitality

Unit 1: The Hospitality Industry



GHP11

[GHP11]

THURSDAY 14 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	
Total Marks	

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- 1 Hospitality is provided in a range of industries. Complete the table below by writing down **one** different example of an outlet for each industry and a service the outlet provides.

Industry	Example	Service Provided
Travel		
Tourism		
Health		
Education		

[8]

- 2 A customer has informed a waiter they are coeliac (gluten intolerant).

(a) Write down **four** different foods the person should avoid.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

(b) Explain the term anaphylaxis.

[2]

Examiner Only	
Marks	Remark

3 Following government recommendations, schools must now offer healthier and more nutritious meal options for students.

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

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

5. _____ [1]

(b) Explain **three** health reasons why teenagers should make good food choices.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

5 Explain **three** ways the food service team can prepare the restaurant before service.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

6 Quality customer care is important in the hospitality industry.

Explain **two** ways quality customer care can benefit:

Customers

1. _____

_____ [2]

2. _____

_____ [2]

Employees

1. _____

_____ [2]

2. _____

_____ [2]

Employers

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

7 A new hotel is recruiting reception staff for their front office department.

(a) Write down **three** job sources.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(b) Describe **one** skill and **one** quality that a receptionist requires.

Skill

_____ [2]

Quality

_____ [2]

(c) Explain why it is useful to have a recognised qualification in the area of hospitality when applying for a job in the industry.

_____ [2]

Examiner Only

Marks Remark

THIS IS THE END OF THE QUESTION PAPER

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