



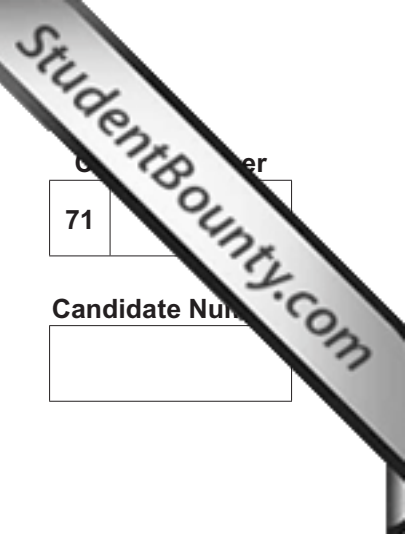
General Certificate of Secondary Education
January 2013

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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Examiner Only	
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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Marks	Remark

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:

[2]

2. Sous Chef:

[2]

3. Section Chef:

[2]

4. Commis Chef:

[2]

5. Kitchen Porter:

[2]

(b) Explain **three** personal qualities a head chef should have.

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

8 Kamal has scalded his hand when pouring out boiling water.

(a) Describe the procedure for treating a scald.

_____ [4]

(b) Explain why cream should not be applied to a scald.

_____ [2]

Examiner Only	
Marks	Remark

[9]

Examiner Only

Marks	Remark



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10 Evaluate customer comment cards as a method of monitoring customer care.

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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