



Centre Number

71	
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Candidate Number

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General Certificate of Secondary Education
January 2015

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.

Examiner Only

Marks Remark

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]

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

6 Room service is available for guests in most hotels.

(a) Explain **three** ways room service can benefit the hotel.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

(b) Explain **two** advantages for a guest using room service.

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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