



Rewarding Learning

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

6 Presenting a positive image is very important in the hospitality industry.

Discuss **three** ways a hotel could present a positive image through the facilities it provides.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

7 Quality customer care is important in the hospitality industry.

(a) Describe **three** ways staff in a restaurant can provide quality customer care.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [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

8 Explain **three** reasons why it is important all staff receive training.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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