

Surname	Centre Number	Candidate Number
Other Names		0



**GCSE**

**HOSPITALITY AND CATERING  
LEVEL 1/2 AWARD**



1 hour 30 minutes

<b>For Examiner's use only</b>		
<b>Question</b>	<b>Maximum Mark</b>	<b>Mark Awarded</b>
1.	3	
2.	3	
3.	3	
4.	6	
5.	9	
6.	16	
7.	13	
8.	27	
<b>Total</b>	<b>80</b>	

**INSTRUCTIONS TO CANDIDATES**

Use black ink or black ball-point pen.  
Do not use pencil or gel pen.  
Do not use correction fluid.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided in this booklet.

If you run out of space, use the continuation pages at the back of the booklet, taking care to number the question(s) correctly.

**INFORMATION FOR CANDIDATES**

The number of marks is given in brackets at the end of each question or part-question.

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.



Answer **all** questions.

1. Match the accommodation rating to the type of establishment, by placing the letter in the box. [3]

For example, if you think that the description for (i) is **A** write **A** in the box.

- |                |                      |  |
|----------------|----------------------|--|
| (i) 1- diamond | <input type="text"/> | <b>A.</b> Very good quality self-catering apartment. |
| (ii) 3- stars  | <input type="text"/> | <b>B.</b> First class, luxury hotel.                 |
| (iii) 5- stars | <input type="text"/> | <b>C.</b> Basic quality bed-and-breakfast.           |

2. Hospitality workers can be employed in a number of ways.

Tick (✓) the box next to each statement to show if it is **True** or **False**. [3]

	True	False
(i) Housekeepers take guests' bags to their rooms.	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Receptionists book guests into a hotel.	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Wait staff prepare and cook meals.	<input type="checkbox"/>	<input type="checkbox"/>

3. Complete the sentences using the words below. [3]

**buffet    cafeteria    table d'hôte    à la carte    family service    silver service**

(i) A menu offering a wide range of individually priced dishes is called

.....

(ii) Most school canteens offer a ..... style of service. (iii)

Hotel breakfast service is usually ..... style.



4. Outline the purpose of the following:

(i) The Data Protection Act

.....

.....

.....

.....

.....

[2] (ii) An Environmental Health Officer

.....

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.....

.....

.....

[2] (iii) A company's corporate image

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.....

.....

[2]





Examiner  
only

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6. A local restaurant has decided to expand its business.

(a) State **two** ways the restaurant can train new staff.

[2] (i) .....

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(ii) .....

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(b) Suggest **three** ways in which staff can ensure customers have a positive experience when dining in the restaurant.

[3]

(i) ..... (ii)

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..... (iii)

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.....

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(c) Describe how the restaurant can measure customer satisfaction. [5]

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8. The Barons Conference centre has a new Conference Manager.

(a) A national company wishes to hold its annual conference at Barons. Give **four** details the new manager will need to record at the initial client meeting.

[4]

(i) ..... (ii)

..... (iii)

..... (iv)

.....

(b) Identify **three** factors the manager will take into account when costing the event.

[3] (i) .....

.....

(ii) .....

.....

(iii) .....

.....

(c) The new manager will need to be a good team leader.

(i) Give **three** reasons why teamwork is so important in the Hospitality Industry. [3]

1. ....

.....

2. ....

.....

3. ....

.....





(d) Risk Assessment of the conference room needs to be carried out to ensure the safety of the guests.

Identify **three** potential hazards the staff will need to assess prior to the conference and suggest controls that could be put in place to minimise the risk. [6]

	<b>Hazard</b>	<b>Control</b>
(i)		
(ii)		
(iii)		





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