



General Certificate of Secondary Education  
2022

Centre Number

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Candidate Number

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# Hospitality

Unit 1

The Hospitality Industry



[GPT11]

\*GPT11\*

**THURSDAY 9 JUNE, AFTERNOON**

## TIME

1 hour.

## INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

**You must answer the questions in the spaces provided.**

**Do not write outside the boxed area on each page or on blank pages.**

Complete in black ink only. **Do not write with a gel pen.**

Answer **all six** questions.

## INFORMATION FOR CANDIDATES

The total mark for this paper is 65.

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 Question **6**.



1 (a) Read the following statements and circle True or False.  
Circle only **one** answer for each statement.

- |  |      |       |     |
|--|------|-------|-----|
| (i) Hotels only need to provide a designated first aider if they are located in the countryside.                         | True | False | [1] |
| (ii) A 999 call should be made for all injuries that happen.   | True | False | [1] |
| (iii) If an individual falls and injures themselves severely, they should not be moved until medical assistance arrives. | True | False | [1] |
| (iv) If a person is unconscious, they may be placed into the recovery position.  | True | False | [1] |
| (v) All accidents need to be reported and recorded in an accident log book.  | True | False | [1] |
| (vi) A scald is a type of burn caused by heat, electricity, chemicals or friction.                                       | True | False | [1] |

(b) Write down **three** pieces of Health and Safety legislation relevant to the hospitality industry.

1. \_\_\_\_\_ [1]
2. \_\_\_\_\_ [1]
3. \_\_\_\_\_ [1]



(c) Explain the term COSHH in the workplace.

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[2]



- 2 (a) Complete the table below by recording the sector each hospitality outlet belongs to.

Outlet	Sector
Restaurant	
School	
Prison	
Fast food shop	

[4]

- (b) Describe how hospitality is provided in the education industry.

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[2]



3 (a) Star ratings are used by many hotels.

Write down **four** areas an inspector checks when grading a hotel.

1. \_\_\_\_\_ [1]
2. \_\_\_\_\_ [1]
3. \_\_\_\_\_ [1]
4. \_\_\_\_\_ [1]

(b) Links between departments are important to ensure the smooth running of a hotel.

Explain **three** ways front office can demonstrate good links with the accommodation department.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

[Turn over



4 (a) Some school children may be lactose intolerant.

Write down **three** foods they should avoid.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

3. \_\_\_\_\_ [1]

(b) Explain the term anaphylaxis.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]



(c) School canteens must provide healthy meals for lunchtime service.

Using the menu below, identify **four** nutrients and write down their use in the body.

Chicken pasta bake  
Wholemeal bread roll  
Fruit salad  
Milk

1. Nutrient: \_\_\_\_\_ [1]

Use: \_\_\_\_\_

\_\_\_\_\_ [1]

2. Nutrient: \_\_\_\_\_ [1]

Use: \_\_\_\_\_

\_\_\_\_\_ [1]

3. Nutrient: \_\_\_\_\_ [1]

Use: \_\_\_\_\_

\_\_\_\_\_ [1]

4. Nutrient: \_\_\_\_\_ [1]

Use: \_\_\_\_\_

\_\_\_\_\_ [1]

[Turn over



5 (a) A local café is recruiting waiting staff.

Explain **two** advantages of advertising in a local newspaper.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

(b) Describe **three** duties waiting staff will carry out.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]



(c) Explain **one** different way a head chef demonstrates the following skills:

Leadership

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[2]

Problem solving

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[2]

Communication

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[2]

[Turn over







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**THIS IS THE END OF THE QUESTION PAPER**

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**DO NOT WRITE ON THIS PAGE**

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	

<b>Total Marks</b>	
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Examiner Number

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