



General Certificate of Secondary Education
2025

Centre Number

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Candidate Number

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Hospitality

Unit 1
The Hospitality Industry



[GPT11]

GPT11

TUESDAY 20 MAY, 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**.



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12GPT1102



1 (a) Read the table below and circle the correct outlet and type of customer for the industry.

Circle only **one** answer for each box.

Industry	Outlet	Type of Customer
Tourism	residential home	visitors
	museum	patients
Health	hospital	medical staff
	public house	business people
Education	youth hostel	students
	college	children
Travel	airport	residents
	health centre	tourists

[8]

(b) Describe the term catering services sector.

[2]

[Turn over



2 (a) Read the following statements and tick the box beside the correct answer.

(i) There must be at least one first aid box for every:

A 50 people.

B 100 people.

C 150 people.

[1]

(ii) COSHH procedures ensure the safe storage of:

A ingredients.

B chemicals.

C liquids.

[1]

(iii) RIDDOR state all employers must:

A hide all accidents from employees.

B report serious accidents to HSE.

C contact emergency services for all accidents.

[1]



(iv) Food Information Regulations (NI) 2014 state that all catering outlets must:

A identify the quantity of all ingredients.

B list the unit price of each ingredient.

C provide information on any allergens.

[1]

(v) The HACCP system should be in place in all:

A reception areas.

B commercial and catering kitchens.

C accommodation departments.

[1]

(vi) The Food Hygiene Rating Scheme is based on an outlet's:

A quality customer care.

B employment opportunities for staff.

C food hygiene practices.

[1]



(b) Write down **four** items commonly found in a first aid box.

1. _____ [1]
2. _____ [1]
3. _____ [1]
4. _____ [1]

(c) Explain **three** steps a first aider should take when treating a minor cut.

1. _____

_____ [2]
2. _____

_____ [2]
3. _____

_____ [2]



3 A new city centre hotel is recruiting for a range of job roles.

(a) Write down **four** sources the hotel could use to advertise for staff.

- 1. _____ [1]
- 2. _____ [1]
- 3. _____ [1]
- 4. _____ [1]

(b) Explain **three** skills a manager should have to work in a large hotel.

- 1. _____

_____ [2]
- 2. _____

_____ [2]
- 3. _____

_____ [2]

[Turn over



4 (a) Explain **two** ways the Eatwell Guide can encourage a healthy diet.

1. _____

_____ [2]

2. _____

_____ [2]

(b) Explain **three** ways a chef could improve the nutritional value of meals for older people in a residential home.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



5 Hotels use a star rating system to classify their standards and facilities.

(a) Explain **two** steps an assessor will take when carrying out an inspection.

1. _____

_____ [2]

2. _____

_____ [2]

(b) Explain **three** benefits to customers using the star rating system in a hotel.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

[Turn over



THIS IS THE END OF THE QUESTION PAPER

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

Total Marks	
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Examiner Number

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