



Rewarding Learning

General Certificate of Secondary Education
2019

Centre Number

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Candidate Number

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Hospitality

Unit 1
The Hospitality Industry



GPT11

[GPT11]

TUESDAY 28 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.

Write your answers in the spaces provided in this question paper.

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.

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

Total Marks	
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1 (a) Star ratings help customers understand the types of services and facilities provided by the hotel.

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

All hotels must have a star grade to operate. True False

The standard of welcome is assessed and graded by inspectors. True False

Room service should be provided in all three star hotels. True False

The higher the star rating the cheaper the hotel accommodation is. True False

Four star hotels must have a swimming pool and a gym. True False

[5]

Examiner Only	
Marks	Remark

(b) Complete the table below by recording the sector each hospitality outlet belongs to.

Hospitality Outlet	Sector
Fast Food Restaurant	
Prison Canteen	
Residential Home Dining Room	
Guest House	
Hospital Canteen	

[5]

(c) Hospitality plays a role in the tourism industry.

Write down **four** other industries linked with hospitality.

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

Examiner Only	
Marks	Remark

2 Hotels have different departments including the accommodation department.

Explain **two** responsibilities of the following job roles.

Room attendant

1. _____

_____ [2]

2. _____

_____ [2]

Housekeeper

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

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(Questions continue overleaf)

3 (a) Explain **one** benefit of the Food Information Regulations (Northern Ireland) 2014 for:

Customers

[2]

Hospitality outlets

[2]

Examiner Only	
Marks	Remark

(b) The HACCP system looks at how food is handled and aims to ensure food is safe to eat.

Explain the importance of the following stages:

1. Create a step-by-step flow chart

[2]

2. Set standards

[2]

3. Review the complete system

[2]

Examiner Only	
Marks	Remark

4 A guest chokes on food when dining in a restaurant.

Describe **four** steps a first aider should take to help the guest.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

4. _____

_____ [2]

Examiner Only	
Marks	Remark

- 5 (a) There are five food groups in the Eat Well Guide. Fill in the missing word to complete each group and give an example of a food in each group.

Food group	Example of food
1. Potatoes, bread, _____, pasta and other starchy carbohydrates. [1]	[1]
2. _____ and vegetables. [1]	[1]
3. Dairy and _____. [1]	[1]
4. _____, pulses, fish, eggs, meat and other proteins. [1]	[1]
5. _____ and spreads. [1]	[1]

- (b) Outline **three** ways the Eat Well Guide can encourage a healthy diet.

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

Examiner Only	
Marks	Remark

The quality of your written communication will be assessed in this question.

6 Discuss the importance of a General Manager having good interpersonal skills.

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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