



General Certificate of Secondary Education
2023

Centre Number

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Candidate Number

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Hospitality

Unit 1

The Hospitality Industry



[GPT11]

GPT11

TUESDAY 6 JUNE, MORNING

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 tick the box beside the correct answer.

(i) One duty of a kitchen porter is to:

A create new dishes for a lunchtime menu

B order ingredients from suppliers

C prepare vegetables for the chef

(ii) Waiting staff should have a good knowledge of:

A the local area

B the dishes on the menu

C the profit made at the end of an evening service

(iii) Front office staff include:

A Concierge

B Commis Chef

C Room Attendant

(iv) One responsibility of a housekeeper is to:

A take reservations

B organise staff rotas for accommodation department

C check quality of ingredients

(v) The main role of an events manager is to:

A make the receptionist's job easier

B help clients organise their function

C train waiting staff for the restaurant

[5]



Hospitality plays a role in the education industry.

(b) Write down **four** other industries.

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

(c) Write down **two** outlets in the commercial sector.

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

(d) Describe the term catering services sector.

[2]

[Turn over



2 A new 3-star hotel is opening in the local area.

(a) Explain **two** benefits to the hotel of using the star rating system.

1. _____

_____ [2]

2. _____

_____ [2]



The hotel will provide new employees with on-the-job training.

(b) Explain **three** benefits for the hotel of on-the-job training.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

[Turn over



3 A triangular bandage is an example of one item found in a first-aid box.

(a) Write down **five** other items that would be included.

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

(b) Identify **one** action a first-aider would take to treat the following and explain the reason for taking this action.

Small cut on finger

Action a first-aider would take.

_____ [1]

Reason for action taken.

_____ [1]

Scald on the wrist

Action a first-aider would take.

_____ [1]

Reason for action taken.

_____ [1]



Guest found unconscious but breathing

Action a first-aider would take.

_____ [1]

Reason for action taken.

_____ [1]

Individual going into anaphylactic shock

Action a first-aider would take.

_____ [1]

Reason for action taken.

_____ [1]



4 Health and safety at work promotes good working practices.

(a) Write down **three** responsibilities employers have to protect employees under the Health and Safety at Work legislation.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(b) Explain the purpose of HACCP in a commercial kitchen.

_____ [2]

RIDDOR states that employers must report all accidents that take place in the workplace.

(c) Explain why employers must carry out this procedure.

_____ [2]

(d) Explain **one** benefit of implementing COSHH in the workplace.

_____ [2]



5 Following government recommendations, hospitals must offer healthy, nutritious meals for patients.

(a) Write down the **five** groups of nutrients found in food.

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

(b) Explain **three** ways a chef in a hospital can improve meals for a patient with heart disease.

1. _____

_____ [2]
2. _____

_____ [2]
3. _____

_____ [2]

[Turn over



THIS IS THE END OF THE QUESTION PAPER

DO NOT WRITE ON THIS PAGE

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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