



General Certificate of Secondary Education
2024

Centre Number

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Candidate Number

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Hospitality

Unit 1

The Hospitality Industry



[GPT11]

GPT11

FRIDAY 24 MAY, 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**.



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12GPT1102



1 (a) Complete the table below by identifying the sector linked to each outlet.

Hospitality outlet	Sector
Residential home dining room	
School canteen	
Bed and breakfast	
Fast food outlet	

[4]

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

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

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

[Turn over



(c) Identify **three** common food allergies.

1. _____ [1]

2. _____ [1]

3. _____ [1]

[Turn over



3 In a large hotel a team of people carry out different roles.

(a) Describe **one** different role of the following job titles.

Sous chef

[2]

Waiter

[2]

Receptionist

[2]

Concierge

[2]

Room attendant

[2]



(b) Describe **two** personal qualities a Restaurant Manager should have.

1. _____

_____ [2]

2. _____

_____ [2]

(c) Training is essential in hospitality outlets to improve staff performance.

Explain **two** advantages to an employee receiving off-the-job training.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



4 (a) Explain the purpose of the Food Hygiene Rating Scheme 2011 (FHRS).

[2]

(b) Explain **three** actions an employer would take to ensure the safe use of chemicals.

1. _____

[2]

2. _____

[2]

3. _____

[2]



(c) A chef received a burn on their hand when removing a dish from the oven.

Describe **two** steps that should be taken to treat this minor injury.

1. _____

_____ [2]

2. _____

_____ [2]

5 Links between departments are important to ensure the smooth running of a hotel.

Describe **two** different ways Front Office can demonstrate links with other departments in a hotel.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over





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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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