

## AC1.1 Describe the structure of the hospitality and catering industry

1. Tick (✓) the box next to the statement to show if it is **True** or **False**. [3]

	True	False
(i) A Guest House provides bed and breakfast.		
(ii) Youth hostels offer room service.		
(iii) A 4 star hotel provides restaurant service for their guests.		

2. (a) Name **two** different job roles found in a restaurant of a hotel. [2]

- (i) .....
- (ii) .....

### (Hospitality Summer 2012)

9.

Penny and George are considering what type of food service to have at their silver wedding celebrations.

- (b) Discuss the types of food services that could be suitable for this event. [6]

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### (Hospitality Summer 2012)

3. Match the correct description to the job role, by placing the letter in the box. [3]

*For example.* If you think that the description for (i) is A write **A** in the box.

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|------------------------|--------------------------|------------------------------------|
| (i) Conference manager | <input type="checkbox"/> | A. Books guests in to the hotel.   |
| (ii) Housekeeper       | <input type="checkbox"/> | B. Organises events.               |
| (iii) Receptionist     | <input type="checkbox"/> | C. Allocates jobs to chambermaids. |

### (Hospitality Summer 2013)

4. (a) Identify **two** client groups that would use a hotel health suite. [2]

(i) .....

(ii) .....

### (Hospitality Summer 2013)

3. Match the correct job title to the job role by placing the correct letter in the box. [3]

<b>A</b> Maintenance officer	<b>B</b> Receptionist	<b>C</b> Porter	<b>D</b> Housekeeper
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For example, if you think the answer for (i) is **A** write **A** in the box.

(i) carries guests bags to their rooms

(ii) completes repairs in the hotel

(iii) checks guests in and out of the hotel

### (Hospitality Summer 2014)

5. Many large shopping centres have a 'Food Court' (Food Hall).

(a) Explain the **benefits** of a Food Court/Hall to the

(i) customer/shopper ..... [2]

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(ii) shopping centre. .... [2]

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### (Hospitality Summer 2014)

5.

(c) Many of the food outlets will be serving 'fast food'.

Describe the main features of the food and service of a fast food outlet.

[6]

(i) food

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**(Hospitality Summer 2014)**

7.

- (ii) Describe what *other facilities* a guest would expect in a 5\* hotel. [4]

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**(Hospitality Summer 2014)**

9. Bennetts, a local company, has booked to hold their 10<sup>th</sup> Anniversary dinner and dance at The Willows hotel. They have requested a three-course meal, followed by a disco.

- (a) Evaluate **two types of food service** that would be suitable for this event. [4]

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**(Hospitality Summer 2014)**

2. Match the correct description to the type of accommodation, by placing the letter in the box. [3]

For example, if you think that the description for (i) is **A** write **A** in the box.

- |  |                          |   |
|--|--------------------------|---|
| (i) Five star hotels                   | <input type="checkbox"/> | A. Are small and often family run.                                  |
| (ii) One star hotels                   | <input type="checkbox"/> | B. Offer luxurious facilities.                                      |
| (iii) Bed and Breakfast establishments | <input type="checkbox"/> | C. Are basic and comfortable but may not have their own restaurant. |

**(Hospitality Summer 2015)**

3. Hospitality establishments can be commercial or non-commercial. [4]

(a) Name two types of commercial establishment.

(i) .....

(ii) .....

(b) Name two types of non-commercial establishment.

(i) .....

(ii) .....

### (Hospitality Summer 2015)

1. Tick (✓) the box next to each statement to show if it is True or False. [3]

	True	False
(i) Casual staff can wear their own clothes to work.		
(ii) Permanent staff have paid sick leave.		
(iii) Agency staff always know in advance when they are working.		

### (Hospitality Summer 2016)

6. There are many types of menus available in restaurants. [4]

(a) Describe the following:

(i) Fast-food menu

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(ii) À la carte menu

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(b) A new restaurant plans to offer a Table d'Hôte menu at lunchtime.  
State the advantages of this type of menu to:

(i) The customer [2]

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(ii) The restaurant [2]

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**(Hospitality Summer 2016)**

5. The Hospitality Industry offers a range of services.

(a) Identify **three** types of services that could be offered. [3]

(i) .....

(ii) .....

(iii) .....

(b) Discuss the types of food service that a conference centre could provide for a full day business meeting. [8]

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**(Hospitality Winter 2012)**

6. The standard of accommodation is important to guests.

(a) Name **two** systems other than star ratings used by the Hospitality Industry to indicate standard of accommodation. [2]

(i) .....

(ii) .....

(b) Describe the facilities of a **2 star** hotel. [4]

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The Rosette symbol is used to indicate the consistent quality of food provided within the industry.

(c) Explain why the Rosette award scheme is important to the chef, the establishment and the customers. [6]

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### (Hospitality Winter 2012)

2. (a) Match the correct description to the type of menu, by placing the letter in the box. [3]

*For example.* If you think that the description for (i) is A write 

A
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 in the box.

(i) À la carte 

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A. A set menu for a set price.

(ii) T'able d'hôte 

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B. A limited selection of dishes, individually priced.

(iii) Fast food 

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C. A selection of courses, priced individually and cooked to order.

(b) Explain what is meant by the following: [3]

(i) menu card .....

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(ii) place card .....

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(iii) seating plan .....

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### (Hospitality Winter 2013)

9.

- (b) The Sunny Days Guest House wants to be upgraded from a 3 Diamond to a 5 Diamond rating. Describe how they can achieve the higher rating. [6]

**(Hospitality Winter 2013)**

5.



The most well-known type of transported meals is 'in flight' catering.

- (a) Describe how an 'in flight' catering system operates. [4]

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**Catering Summer 2012**

9. James has been appointed assistant manager of a country hotel.

- (a) Describe his new role as assistant manager. [2]

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**Catering Summer 2012**



4. A kitchen brigade is made up of different types of chef.

(a) Give the title of the chef who is in overall charge of the kitchen. [1]

(b) State two responsibilities of this role. [2]

(i) .....

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(ii) .....

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**Catering Summer 2014**



9. You are involved in planning the year 11 prom to be held at the White Hart Hotel.
- (a) State **one** type of **meal service** that could be offered at the prom. [1]  
 Type of meal service .....
- (b) Give **one** benefit of this type of service to: [2]
- (i) the caterer .....
- .....
- (ii) the customer .....
- .....

### Summer 2016 Catering

7. The Royal Hotel has decided to offer a buffet service for its New Years Eve Party.
- (a) State **two** advantages of a buffet service to: [4]
- the **hotel**,
- (i) .....
- (ii) .....
- the **customer**.
- (i) .....
- (ii) .....
- (b) Describe the role of the wait staff during a buffet service. [3]

### Winter 2012 Catering

9. Frances has applied for a job as a **sous chef** in a large hospital.
- (a) Identify **two** main responsibilities of a sous chef. [2]
- (i) .....
- .....
- (ii) .....
- .....

### Winter 2012 Catering

5.

(b) Discuss the benefits of vending machines as a method of food service. [6]

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### Winter 2013 Catering

8. The Four Seasons Restaurant has introduced a 'Sunday Carvery'.

(a) State **two** benefits of this service to the **kitchen brigade**. [2]

(i) .....

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(ii) .....

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(b) State **two** benefits of this service to the **customer**. [2]

(i) .....

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(ii) .....

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### Winter 2014 Catering