

AC1.2 Analyse job requirements within the hospitality and Catering industry

6. Many businesses use a corporate identity.



Explain the benefits of using a corporate identity to the:

- (i) Employer;
- (ii) Employee;
- (iii) Customer.

(i) Employer; [2]

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(ii) Employee; [2]

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(iii) Customer.

[2]

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(Hospitality Summer 2012)

8.

(c) Ian is keen to develop more effective teamwork.

Assess the importance of teamwork in the running of the hotel restaurant.

[6]

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(Hospitality Summer 2012)

6. (a) Name **three** duties of administrative staff at a holiday village.

[3]

(i)

(ii)

(iii)

(Hospitality Summer 2013)

7. Jeanette is the manager of a school canteen.

(a) Describe **four** qualities required to be a successful team leader. [4]

(i)

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(ii)

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(iii)

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(iv)

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(b) Explain how Jeanette would recognise **good** teamwork within her team. [6]

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(Hospitality Summer 2013)

5.

(b) Staff may be employed in the Food Court/Hall on a **casual** basis.

Name **two** occasions when extra casual (seasonal) staff may be needed. [2]

(i)

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(ii)

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(Hospitality Summer 2014)

6.

(c) Discuss the skills/qualities that **front of house** staff should have in order to communicate well with customers. [4]

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(Hospitality Summer 2014)

7.

(c) A guest in a 5* hotel rings reception and complains that she is unable to get Wi Fi in her room.

(i) Explain how reception should deal with this complaint. [4]

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(Hospitality Summer 2014)

8. The Accommodation Services (Housekeeping) of a hotel are responsible for looking after guest bedrooms.

(a) Name two responsibilities of the housekeeping team. [2]

(i)

(ii)

(b) A vacancy has arisen for a new **Head Housekeeper** at a **5* hotel**.

Describe the role of a Head Housekeeper. [3]

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(Hospitality Summer 2014)

3. Name two different job roles within Accommodation Services. [2]

(i)

(ii)

(Hospitality Summer 2016)

4. Most hospitality establishments provide their staff with a uniform. [4]

Give **two advantages** of having a staff uniform to:

Staff members

(i)

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(ii)

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The establishment

(i)

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(ii)

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(Hospitality Summer 2016)

5.

(b) The restaurant manager will be appointing new wait staff. List the **qualities** he will be looking for. [3]

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(c) Describe three duties of wait staff.

[3]

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(Hospitality Summer 2016)

7. The Olympic Games are being held in London this year. Visitors to the games who stay in 4 star hotels will get to know the 'front of house' team.

(a) State three 'front of house' job roles.

[3]

- (i)
- (ii)
- (iii)

(b) Discuss why a hotel receptionist needs to have a smart appearance.

[3]

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(c) Assess how the role of the 'front of house' team can ensure that customers have a pleasant and enjoyable stay.

[8]

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(Hospitality Winter 2012)

1. Tick (✓) **three** examples of **good** customer care responses.

[3]

	(✓)
(i) "I will take care of that right away sir."	
(ii) "No, – too late I can't be bothered."	
(iii) "Is there anything else I can help you with madam?"	
(iv) "I am sorry I don't know, but I will find out for you."	
(v) "I am just talking to my friend, you will have to wait."	

(Hospitality Winter 2013)

4. (a) Name **two** duties of a night porter in a hotel.

[2]

(i)

(ii)

(b) Suggest **three** ways in which a hotel manager could train staff.

[3]

(i)

(ii)

(iii)

(Hospitality Winter 2013)

5.

(b) Describe the role of the conference manager during the event.

[4]

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(Hospitality Winter 2013)

7.

(b) Discuss the need for effective communication between kitchen and restaurant staff. [5]

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Summer 2013 Catering

6. The Coffee Bean Café offers a wide selection of cupcakes to their customers.

(c) The café requires new wait staff. Discuss the skills and qualities needed by the wait staff. [5]

Summer 2014 Catering

9.

<p style="text-align: center;"><u>Sea View Guesthouse</u></p> <p style="text-align: center;">Head Chef required</p> <ul style="list-style-type: none">• You will be responsible for a busy kitchen and 4 kitchen staff.• The Sea View Guesthouse Restaurant is open Tuesdays to Saturdays for both lunch and evening meals.• We offer an à la carte menu that needs updating. <p style="text-align: center;">Salary negotiable.</p>
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(a) State **four** qualities needed by a head chef.

[4]

Winter 2013 Catering