

AC 1.3 Describe working conditions of different job roles across the hospitality and catering industry

(b) Explain what is meant by:

(i) Permanent staff;

[2]

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(ii) Casual staff.

[2]

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(Hospitality Summer 2012)

4. The hospitality industry offers many forms of employment.
Give three benefits of being a permanent member of staff.

[3]

(i)

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(ii)

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(iii)

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(Hospitality Summer 20150)

5.

(d) How would the wait staff respond to the following situations?

(i) A customer complains that he has been waiting far too long for his main course.[3]

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(ii) One of the waiters has cut his finger on a broken glass. [3]

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(Hospitality Summer 2016)

8. A banquet in aid of charity is being held at a local stately home.

Assess the importance of the role of the Banqueting Manager in the planning, preparation and delivery of the event. [12]

(Hospitality Winter 2012)