Surname	Centre Number	Candidate Number
Other Names		0



## **GCSE**

4742/01

## HOSPITALITY AND CATERING

UNIT 4: Hospitality and the Customer

P.M. FRIDAY, 17 May 2013

1 1/4 hours

# Suitable for Modified Language Candidates

	aminer's only
Question	Mark Awarded
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Total	

#### INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

Do not use pencil or gel pen. Do not use correction fluid.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer all questions.

Write your answers in the spaces provided in this booklet.

If you run out of space, use the continuation page at the back of the booklet, taking care to number the question(s) correctly.

### INFORMATION FOR CANDIDATES

The number of marks is given in brackets at the end of each question or part-question.

The total mark is 80.

You are reminded that assessment will take into account the quality of written communication used in your answers that involve extended writing.



		1	Answer <b>all</b>	questic	ons.			
1.	Tick ( <b>/</b> ) th	e box next to <b>each</b> staten	nent to sh	ow if it	is <b>true</b> or <b>false</b> .			[3]
						True	False	7
	(i) Lo	gos help you recognise a	company	<i>7</i> .				
	(ii) All	hospitality establishmen	nts provid	le staff	with a uniform.			
	(iii) Co	mplimentary pens can b	e a form o	of adver	tising.			
2.	State three (i)	costs that must be consi	dered who	en work	ing out the selling	price of c	lishes.	[3]
	(ii)							
	(iii)							
3.		correct description to th				ne box.		[3]
	(i)	Conference manager		Α.	Books guests in t		اد	
	(ii)	Housekeeper		В.			<b>21.</b>	
	. ,	•			Organises events			
	(iii)	Receptionist		C.	Allocates jobs to	chamber	maids.	



4742 010003

(a)	Identify <b>two</b> client groups that would use a hotel health suite.	[
	(i)	
	(ii)	
(b)	How would a <b>new</b> health suite in a hotel benefit the local community?	
•••••		



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Porti	on control is important to ensure costs are consistent.	
(a)	Name two pieces of equipment that can be used to ensure accurate portion control.	
	(i)	
	(ii)	
(b)	Explain why good portion control is important when running a business.	
•••••		
•••••		



6.	(a)	Name three duties of administrative staff at a holiday village.	[3]
		(i)	
		(ii)	
		(iii)	
	(b)	Discuss the benefits of using ICT within the hospitality and catering industry.	[6]
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7.	Jean	ette is the manager of a school canteen.
	(a)	Describe <b>four</b> qualities required to be a successful team leader. [4]
		(i)
		(ii)
		(··>
		(iii)
		(iv)



(b) How would Jeanette recognise <b>good</b> teamwork within her team?	[6]



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(a)	How could the Inn inform customers which dishes are suitable for special dietary nee State two ways.
	(i)
	(ii)
(b)	How can the chef ensure the safety of customers when planning and preparing for that may cause an allergic reaction? Suggest two ways.
	(i)
	(ii)
(c)	Vegetarian choices on menus are often limited.
	How could the chef ensure the menu includes a variety of interesting and appeal vegetarian options?



A group of 16 year olds are preparing a staff lunch in the training restaurant.
Identify possible risks when setting up the <b>room</b> for service. Explain how the risks could be controlled. [10]



0.	The polic	Park Hotel has decided to improve its carbon footprint and produce a new environmentary for its customers.
	(a)	Why should every hotel have an environmental policy? State two reasons. [2]
		(i)
		(ii)
	(b)	Suggest <b>three</b> ways in which a hotel can reduce waste. [3
		(i)
		(ii)
		(iii)
	(c)	Discuss ways in which the hotel can encourage guests to reuse and recycle. [5]
	•••••	
	•••••	



(d)	Energy and water costs are on the increase.	
( <i>u</i> )	How can the <b>hotel</b> and its <b>guests</b> be encouraged to conserve energy and water?	[10]
		······································
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Turn over.

Question number	Additional page, if required. Write the question numbers in the left-hand margin.	Examine only

