



GCSE

4742/01

HOSPITALITY AND CATERING

UNIT 4: Hospitality and the Customer

A.M. THURSDAY, 16 June 2016

**1 hour 15 minutes plus your additional
time allowance**

Surname _____

Other Names _____

Centre Number _____

Candidate Number 0 _____

INSTRUCTIONS TO CANDIDATES

Use black ink, black ball-point pen or your usual method.

Do not use pencil or gel pen.

Do not use correction fluid.

Write your name, centre number and candidate number in the spaces provided on the front cover.

Answer ALL questions.

Write your answers in the spaces provided in this booklet.

If you run out of space, use the continuation pages 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.

For Examiner's use only

Question	Maximum Mark	Mark Awarded
1.	3	
2.	3	
3.	2	
4.	4	
5.	15	
6.	8	
7.	12	
8.	8	
9.	25	
Total	80	

Answer ALL questions.

- 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.		

2. Where would you find the following signs? [3]

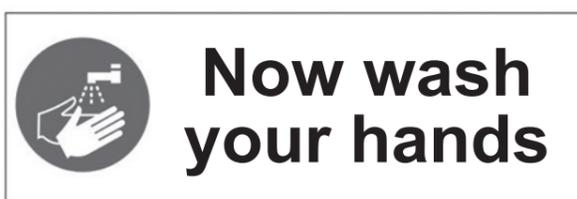
For example, if you think that the location for (i) is A, write **A** in the box.

(i)



A. On a recently cleaned floor

(ii)



B. Above a fire exit door

(iii)



C. Above the wash basin in the staff toilet

3. Name TWO DIFFERENT JOB ROLES within Accommodation Services. [2]

(i) _____

(ii) _____

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

Give TWO ADVANTAGES of having a staff uniform to:

Staff members

(i) _____

(ii) _____

The establishment

(i) _____

(ii) _____

6. There are many types of menus available in restaurants.

(a) DESCRIBE the following: [4]

(i) Fast-food menu

(ii) À la carte menu

6(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]

(ii) The restaurant [2]

7(b) Discuss how this can be achieved in terms of REDUCING, REUSING AND RECYCLING. [9]

Reduce _____

Reuse _____

Recycle _____
