



Rewarding Learning

General Certificate of Secondary Education
January 2019

Centre Number

--	--	--	--	--

Candidate Number

--	--	--	--

Hospitality

Unit 1: The Hospitality Industry



GHP11

[GHP11]

WEDNESDAY 23 JANUARY, AFTERNOON

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.
Write your answers in the spaces provided in this question paper.
Answer **all ten** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 80.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.
Quality of written communication will be assessed in questions **9** and **10**.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
Total Marks	

BLANK PAGE

3 Hotels are divided into various departments and employ a range of trained and untrained staff.

(a) Complete the table below to identify either the job level or job title for kitchen staff in a large hotel.

Job Level	Job Title
Management	
	Sous Chef
	Kitchen Porter

[3]

(b) Explain **three** benefits of the 'off-job' method of training.

1. _____

 _____ [2]

2. _____

 _____ [2]

3. _____

 _____ [2]

Examiner Only	
Marks	Remark

5 The Regulation Reform (Fire Safety) Order, 2005, requires businesses to put fire precautions in place.

(a) Write down **two** types of fire-fighting equipment a business could purchase.

1. _____ [1]

2. _____ [1]

(b) Explain **three** procedures that should be followed when dealing with a fire in the kitchen.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

7 Quality customer care is important in the hospitality industry.

Explain **three** ways quality customer care will benefit the employee.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

Permission to reproduce all copyright material has been applied for.
In some cases, efforts to contact copyright holders may have been unsuccessful and CCEA
will be happy to rectify any omissions of acknowledgement in future if notified.