

Surname	Centre Number	Candidate Number
First name(s)		4



LEVEL 1/LEVEL 2 AWARD

5569UB0-1



THURSDAY, 14 JANUARY 2021 – MORNING

HOSPITALITY AND CATERING

Unit 1: The Hospitality and Catering Industry

1 hour 30 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1a	3	
1b	3	
1c	5	
1d	6	
2a	3	
2b	2	
3a	3	
3b	2	
4a	2	
4b	2	
4c	4	
4d	4	
4e	3	
5	4	
6a (i)	4	
6a (ii)	4	
6b	3	
6c	3	
6d	3	
7a	4	
7b	4	
8	8	
9a	3	
9b	8	
Total	90	

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.

If you run out of space, use the additional page(s) 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 90.

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



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Answer all questions.

1. Megan works at the Guitar Hotel as a chambermaid (housekeeping).

- (a) Identify the correct job roles that Megan would undertake as a chambermaid.
Place the correct letter into the boxes below (one letter per box). [3]

Remove and
replace dirty or
used sheets off
the bed.

A

Check in
customers
to the Guitar
Hotel.

B

Refill the mini
bar or fridge in
guest room.

C

Take orders
over the phone
for room
service.

D

Replenish
supplies such
as drinking
glasses, writing
supplies, and
bathroom items.

E



Megan wants to apply for the job as Head of Housekeeping at the hotel.

- (b) Name **three** personal attributes she would need for this job position. [3]

(i)

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(ii)

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(iii)

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- (c) Identify whether the following statements are **True** or **False**.
Tick (✓) **one** box per statement.

[5]

Statement	True	False
(i) A chambermaid would normally work night shifts.		
(ii) Megan will be required to clean the hallways of the hotel.		
(iii) A chambermaid would have to order stock.		
(iv) Chambermaids would normally be paid hourly.		
(v) Megan works in a non-commercial establishment.		

The Guitar Hotel and restaurant has to provide Health and Safety training for Megan as a chambermaid.

- (d) Name and describe **two** different areas of Health and Safety training Megan will need as a chambermaid.

- (i) Name of Health and Safety training.

[1]

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Description of the Health and Safety training.

[2]

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- (ii) Name of Health and Safety training.

[1]

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Description of the Health and Safety training.

[2]

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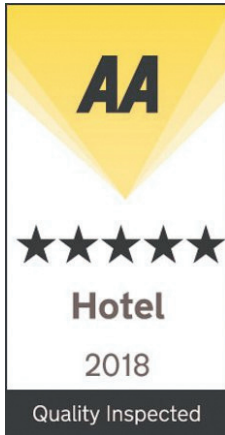
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2. The UK has a 1-5 star rating for hotels, which is accredited by the AA. The Guitar Hotel and restaurant has been awarded 5 stars.



- (a) Name **three** services the Guitar Hotel and restaurant provide in order to have been awarded 5 stars. [3]

(i)

(ii)

(iii)

- (b) Identify and describe what this symbol stands for. [2]



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3. The Guitar Hotel and restaurant employs a number of workers that are on different types of employment contracts.

- (a) Identify the correct contract for each of the employees.
Draw a line from the employee to the correct statement.

[3]



Stacey, 15-year-old Plongeur who works 3 hours on a Saturday

Full-time permanent
employment contract



Michael is a receptionist and works 8am-12pm, 3 days a week. He has worked at the Guitar Hotel for 5 years.

Part-time employment
contract



Sian is the Head Chef at the restaurant, works 8am-8pm 5 days a week. She has worked at the Guitar Hotel for 10 years.

Hourly rate
zero hours contract

- (b) Describe why Stacey only works for 3 hours on a Saturday.

[2]

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4. Royal Blue is a catering service provider. They have recently taken over one floor of a large shopping centre in Birmingham. They plan on creating a number of different catering services for visitors to the centre.

(a) Explain what type of service would best suit the Royal Blue catering floor. [2]

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(b) Describe how Royal Blue's front of house can become more environmentally friendly. [2]

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(c) Explain why Royal Blue needs to become more environmentally friendly. [4]

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Technology plays a large role in the hospitality and catering industry.

(d) Explain how Royal Blue can use technology to increase profits. [4]

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Safety and security of staff and customers is vital in the hospitality and catering industry.

(e) Describe the uniform that you would expect the front of house staff to wear. [3]

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5. Most large catering services require specialist equipment for the kitchen.

Identify the **specialist** catering equipment below.

[4]



(i)



(ii)



(iii)



(iv)





6. The airline Atlanta has a new fleet of aeroplanes that will be flying between the United Kingdom and India. Their customers will be using the airline for leisure and business.

(a) Explain how the airline can meet the following catering needs of the customers.

(i) Special dietary requirements:

[4]

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(ii) Allergies:

[4]

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The pilot and co-pilot on the aeroplanes must eat different meals. This is to prevent both of them getting poisoning from the food and falling ill during the flight.

(b) Name **three** different types of bacteria that cause food poisoning. [3]

(i)

(ii)

(iii)

(c) Describe the control measures the cabin crew would need to undertake when handling the food. [3]

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(d) Describe the possible risks to the safety of customers when being served food during the flight. [3]

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7. Trish has opened up a new café and is due a visit from the Environmental Health Officer (EHO). Describe the evidence an Environmental Health Officer will want to see in the following areas:

(a) Preparation of food.

[4]

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(b) Cooking the food.

[4]

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8. A HACCP form has been written for the café, however the EHO has advised that it has missed out the **food storage** section.

Fill in the HACCP on **storage of food**.

[8]

Operation stage storage of food	
Potential hazards	Control measure in place to prevent food poisoning
1.	•
2.	•
3.	•
4.	•



9. Zero Fear theme park is opening up next year. The owners Jan and Mark are looking for hospitality providers suitable for the park's main customers.

Daily News

Since 1948

Issue: January 7, 2021

Zero Fear

Zero Fear is the new theme park opening up next year. Park owners Mark and Jan are convinced this will be the biggest fear packed theme park in the UK.

The park will only be suitable for the teenager/adult market due to the height restrictions on the entire thrill seeking rides.

All rides come with a medical health warning for people with pre-existing health conditions due to the G-force on most rides.

Mark and Jan, the park owners, already have Food Catering service providers for the theme park. However, they are now looking for suitable accommodation for their customers. Jan and Mark are looking at several options



to suit the budgets of their customers and a provision that will be easy and cheap for the owners to maintain.

- (a) Review the newspaper article and suggest **three** types of accommodation suitable for the Zero Fear customers. [3]

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





[illegible]

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