

Surname	Centre Number	Candidate Number
First name(s)		4



LEVEL 1/LEVEL 2 AWARD

5569UB0-1



WEDNESDAY, 21 JUNE 2023 – 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
1	3	
2	6	
3	12	
4	14	
5	19	
6	11	
7	15	
8	4	
9	6	
Total	90	

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INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen. Do not use gel pen or 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 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. Tick (✓) the box next to **each** statement to show if it is **True** or **False**. [3]

	True	False
(i) FIFO stands for First in, First out		
(ii) Workflow is how much work is done in the kitchen		
(iii) A garlic crusher is a large piece of kitchen equipment		

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2. Name **three** different job roles found in the following areas of a restaurant:

(a) Front of house [3]

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

(b) Back of house [3]

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

6



3. State **two** main activities that happen in the following areas of a restaurant:

(a) Catering kitchen

[2]

(i)

(ii)

(b) Front of house

[2]

(i)

(ii)



(c) Explain how the restaurant's front of house staff can meet the needs of the following customers:

(i) A large family with friends, celebrating a child's birthday [4]

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(ii) An elderly couple on a romantic date night [4]

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4. Lisa is a receptionist in a hotel. A guest has complained about the room they have stayed in.

(a) Describe how Lisa would deal with the complaint. [4]

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(b) Describe the other responsibilities a receptionist would undertake. [4]

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(c) Name **two** qualifications a receptionist may need to work in a hotel. [2]

(i)

(ii)



Lisa is employed on a permanent contract.

(d) Describe the benefits of a permanent contract.

[4]

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14



5. The Old Woodard is a 16th century 5-star hotel with famous and beautiful décor and natural surroundings.

The hotel has been told it must update its Personal Risk Assessment for customers after several injuries were reported from hazards within the hotel.



(a) Complete the Personal Risk Assessment for **customers**.

[9]

The Old Woodard Personal Risk Assessment for customers	
Hazard/risk	Proposed control measures
Example: Falling out of the windows on the second floor.	Add safety catches to windows to prevent customers from opening them too wide and accidentally falling out of windows above 900mm from the floor of the hotel room.
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The Old Woodard has a legal obligation to report injuries or dangerous occurrences to the Health and Safety Executive (HSE).

(b) Describe the responsibilities of the employer in relation to RIDDOR in the workplace. [4]

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The injuries sustained by customers at the Old Woodard Hotel have recently been the subject of negative comments on the hotel's Facebook page.

(c) Explain the effect these comments could have on the success of the Old Woodard. [6]

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6. Rockin' with the Ages is a family music festival. Following last year's event the organisers asked the customers to complete a questionnaire. The results showed that customers wanted more budget-friendly options for overnight stays.



- (a) Recommend **three** types of residential hospitality provisions suitable to meet the needs of the visitors to the festival. [3]

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



7. David has food poisoning after eating a meal at a local restaurant. An Environmental Health Officer has been sent to inspect the restaurant.

(a) Describe the role of the Environmental Health Officer. [7]

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(b) State **two** visible and **two** non-visible symptoms that David would have from the food poisoning. [2,2]

Visible symptoms	(i)
	(ii)
Non-visible symptoms	(iii)
	(iv)



(c) Identify **two** types of food poisoning bacteria and where each type is usually found. [4]

Types of bacteria	Food source
1.
2.

15

8. The Red Café is updating their menu to cater for customers with allergies.

(a) Name **two** dishes the café could place on the menu that would be suitable for a customer with a dairy allergy. [2]

(i)

(ii)

(b) Identify **two** other allergies the café needs to consider. [2]

(i)

(ii)

4



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