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<b>Pearson BTEC</b> <b>Level 1/Level 2</b> <b>First Award</b>									

# Hospitality

## Unit 1: The Hospitality Industry

Wednesday 18 June 2014 – Afternoon <b>Time: 1 hour 15 minutes</b>	Paper Reference <b>21541E</b>
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**You do not need any other materials.**

Total Marks

### Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided  
– *there may be more space than you need.*

### Information

- The total mark for this paper is 50.
- The marks for **each** question are shown in brackets  
– *use this as a guide as to how much time to spend on each question.*

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**PEARSON**

Answer ALL questions.

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

SECTION A

- 1 Hotels with star ratings are examples of hospitality businesses that provide accommodation to paying guests.

State **two** other types of hospitality business that offer accommodation in the hospitality industry.

1 .....

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2 .....

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(Total for Question 1 = 2 marks)

- 2 Banks provide support to businesses in the hospitality industry.

Identify **two** ways that banks provide support to businesses in the hospitality industry.

- A Loans
- B Advertising
- C Recruitment
- D Insurance
- E Licensing

(Total for Question 2 = 2 marks)



3 The transport industry provides support to the hospitality industry.

State **three** types of transport provided by the transport industry to support the hospitality industry.

1 .....

2 .....

3 .....

**(Total for Question 3 = 3 marks)**

4 Identify the **two** organisations that would be most likely to use contract food service providers.

- A** Hotels
- B** Public houses
- C** Employee cafeterias
- D** Restaurants
- E** School dining halls

**(Total for Question 4 = 2 marks)**

5 Name the procedure used by members of staff that deals with work issues between colleagues.

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**(Total for Question 5 = 1 mark)**



6 A purchase specification and a purchase order are two examples of documents used in the purchasing cycle.

State **two** other documents used in the purchasing cycle.

1 .....

2 .....

**(Total for Question 6 = 2 marks)**

7 Explain **two** benefits to a restaurant of reducing the food miles of its menu items.

1 .....

2 .....

**(Total for Question 7 = 4 marks)**

8 Marco is a chef who wants to support the practice of animal welfare.

Give **two** ways he can support the practice of animal welfare when purchasing food for his restaurant.

1 .....

2 .....

**(Total for Question 8 = 2 marks)**



9 A hotel can reduce the negative impact it has on the environment by reducing the amount of energy it uses.

State **two** ways a hotel can reduce its energy use.

1 .....

2 .....

**(Total for Question 9 = 2 marks)**

10 Staff are expected to maintain the standards and quality of a hospitality business. One way staff can do this is by having appropriate and clean personal presentation.

(a) State **two** other ways staff can maintain the standards and quality of a hospitality business.

**(2)**

1 .....

2 .....

(b) State **two** impacts on a hospitality business if staff do not maintain appropriate and clean personal presentation.

**(2)**

1 .....

2 .....

**(Total for Question 10 = 4 marks)**



**11** Sergei owns an events catering business. He caters for small-scale events but plans to expand his business. Sergei has decided to use a recruitment agency to source pre-screened staff for each event rather than employ permanent staff.

Explain **two** ways that using recruitment agency staff would enable Sergei to expand his business.

1 .....

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2 .....

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**(Total for Question 11 = 4 marks)**



**SECTION B**

Lucy Brooks has just bought her first business, The Orange Heron, which is a countryside restaurant. She employs an experienced chef and ten part-time staff who work in the kitchen and restaurant.

Lucy wants to relaunch The Orange Heron to offer high quality food sourced from local and specialised suppliers.

**12** Lucy wants to ensure all her staff know the requirements of their jobs. One way she will do this is by providing training.

State **two** other ways Lucy can ensure her staff know the requirements of their jobs.

1 .....

2 .....

**(Total for Question 12 = 2 marks)**

**13** Lucy wants to use specialised food suppliers.

Give **two** disadvantages of using this type of supplier.

1 .....

2 .....

**(Total for Question 13 = 2 marks)**



**14** In order to relaunch, Lucy will need to invest a large amount of money and take out a bank loan. She has decided that The Orange Heron will become a limited company before applying for the bank loan.

Explain **two** reasons why The Orange Heron being a limited company would be an advantage to Lucy when repaying the bank loan.

1 .....

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2 .....

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**(Total for Question 14 = 4 marks)**

**15** The chef at The Orange Heron wants to manage costs. One way to manage costs is to use standard recipes. This will help with portion control, reduce wastage and improve stock control.

Standard recipes specify exact ingredients, quantities and methods to be used every time the dish is made. They also specify how the dish is to be served.

Explain **two** ways that using standard recipes would help the chef manage costs at The Orange Heron.

1 .....

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2 .....

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**(Total for Question 15 = 4 marks)**





**16** As part of the relaunch of The Orange Heron, Lucy has decided that the appropriate pay level for the restaurant staff is above the National Minimum Wage.

Explain **one** benefit to The Orange Heron of this decision.

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**(Total for Question 16 = 2 marks)**





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