

Write your name here	
Surname	Other names
Edexcel Principal Learning	Centre Number
	Candidate Number
Hospitality	
Level 1	
Unit 1: Introducing Hospitality Services	
Wednesday 13 January 2010 – Morning Time: 1 hour	Paper Reference HO101/01
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 candidate 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 45.
- 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.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Turn over ►

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

1 Which **one** of the following businesses is part of the hospitality industry?

A	Bank	<input type="checkbox"/>
B	Town hall	<input type="checkbox"/>
C	Budget hotel	<input type="checkbox"/>
D	Museum	<input type="checkbox"/>

(Total for Question 1 = 1 mark)

2 Which **one** of the following businesses is **not** part of the hospitality industry?

A	Five star hotel	<input type="checkbox"/>
B	Staff restaurant	<input type="checkbox"/>
C	Estate agent	<input type="checkbox"/>
D	Pub	<input type="checkbox"/>

(Total for Question 2 = 1 mark)

3 Identify **three** services provided by a luxury hotel.

- 1
- 2
- 3

(Total for Question 3 = 3 marks)

4 Identify **three** organisations that could use contract food service provision.

- 1
- 2
- 3

(Total for Question 4 = 3 marks)



5 Complete each of the following sentences using **one** of the hospitality businesses from the box below.

Contract caterers	Fast food restaurants
Budget hotels	Luxury hotels
Fine dining restaurants	Wine bars

- (1) provide off site hospitality services to a variety of clients for different events and locations.
- (2) are ideal for purchasing meals if you are in a hurry.
- (3) provide accommodation with basic facilities at a reasonable price.

(Total for Question 5 = 3 marks)

6 Identify **three** products or services you would find in a family restaurant.

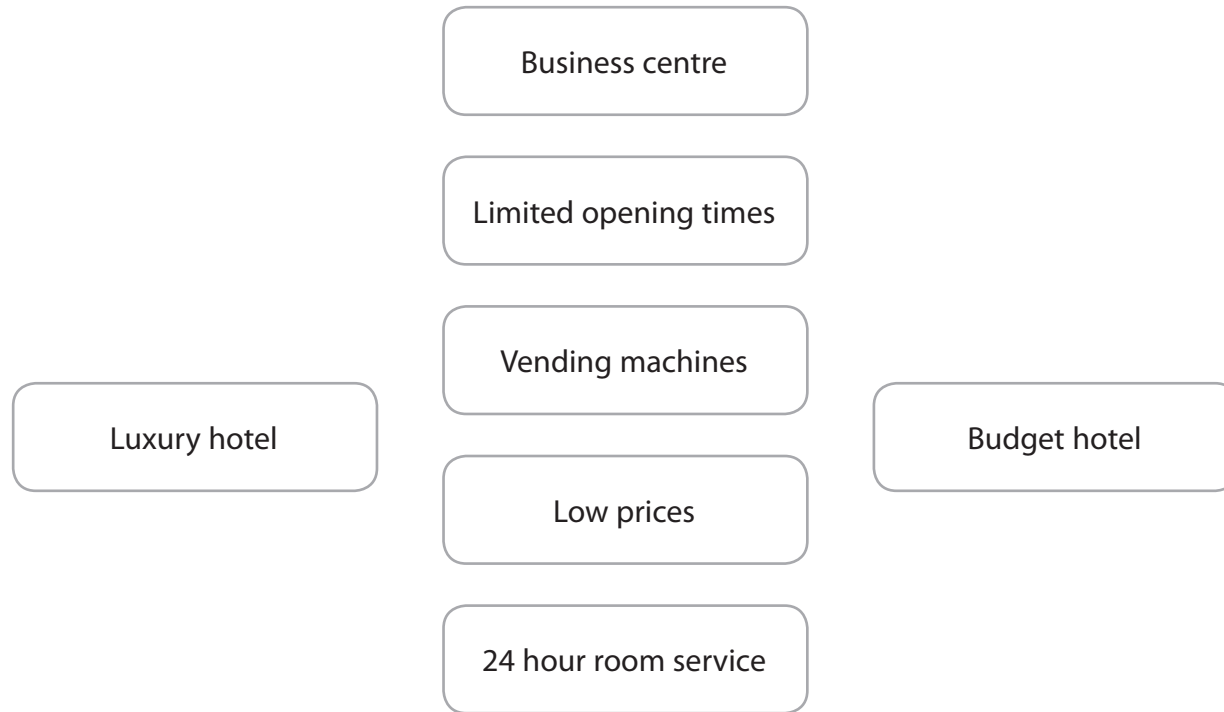
- 1
- 2
- 3

(Total for Question 6 = 3 marks)



7 From the list below, select **two** features that may be found in a luxury hotel and **two different** features that may be found in a budget hotel.

Draw straight lines to each correct answer.



(Total for Question 7 = 4 marks)

8 Guest houses form part of the hospitality industry.

(a) Identify **three** products that would be found in a guest house.

(3)

- 1
- 2
- 3

(b) Identify **three** services that would be provided in a guest house.

(3)


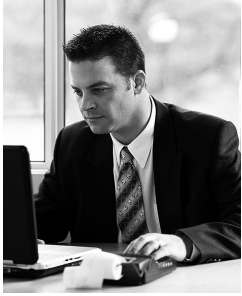
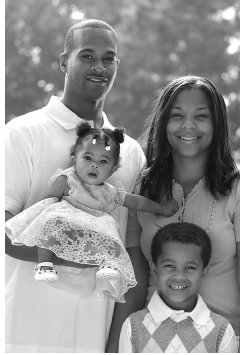
- 1
- 2
- 3

(Total for Question 8 = 6 marks)



9 For each of the customer types below, state **two different** needs they may have when staying at a hotel.

The first one has been done for you.

Customer Type	Needs
<p><i>Example:</i></p>  <p>Mobility impaired</p>	<p>1 <i>Wide door access</i></p> <p>2 <i>A ramp</i></p>
 <p>Business person</p>	<p>1</p> <p>2</p>
 <p>Family</p>	<p>1</p> <p>2</p>

(Total for Question 9 = 4 marks)



10 Customer services are important to both the customer and organisation.

(a) Explain **one** benefit to the customer and **one** benefit to the organisation of staff having good product knowledge.

(4)

Customer

.....

.....

Organisation

.....

.....

(b) Explain **one** benefit to the customer and **one** benefit to the organisation of staff providing a good standard of service.

(4)

Customer

.....

.....

Organisation

.....

.....

(Total for Question 10 = 8 marks)



11 A city centre hotel has recently received a number of complaints about the quality of its customer service.

For each of the three complaints, recommend how these issues can be resolved.

1) Staff were unhelpful and unaware of the range of food items on the restaurant menu.

Recommendation:

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2) Customers ordering coffee in the lounge and waited an hour before the order was served.

Recommendation:

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QUESTION 11 CONTINUES ON THE NEXT PAGE



3) When arriving to check in at reception, staff ignored guests and carried on their private conversation.

Recommendation:

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(Total for Question 11 = 9 marks)

TOTAL FOR PAPER = 45 MARKS

