

Write your name here

Surname

Other names

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Centre Number

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Candidate Number

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Hospitality

Level 2

Unit 1: Exploring the UK Hospitality Industry

Wednesday 26 May 2010 – Morning

Time: 1 hour

Paper Reference

HO201/01

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 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.
- 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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Answer ALL questions. Write your answers in the space provided.

1 State **four** types of outlets that provide accommodation within the UK hospitality industry.

- 1
- 2
- 3
- 4

(Total for Question 1 = 4 marks)

2 List **four** responsibilities of a front office manager.

- 1
- 2
- 3
- 4

(Total for Question 2 = 4 marks)

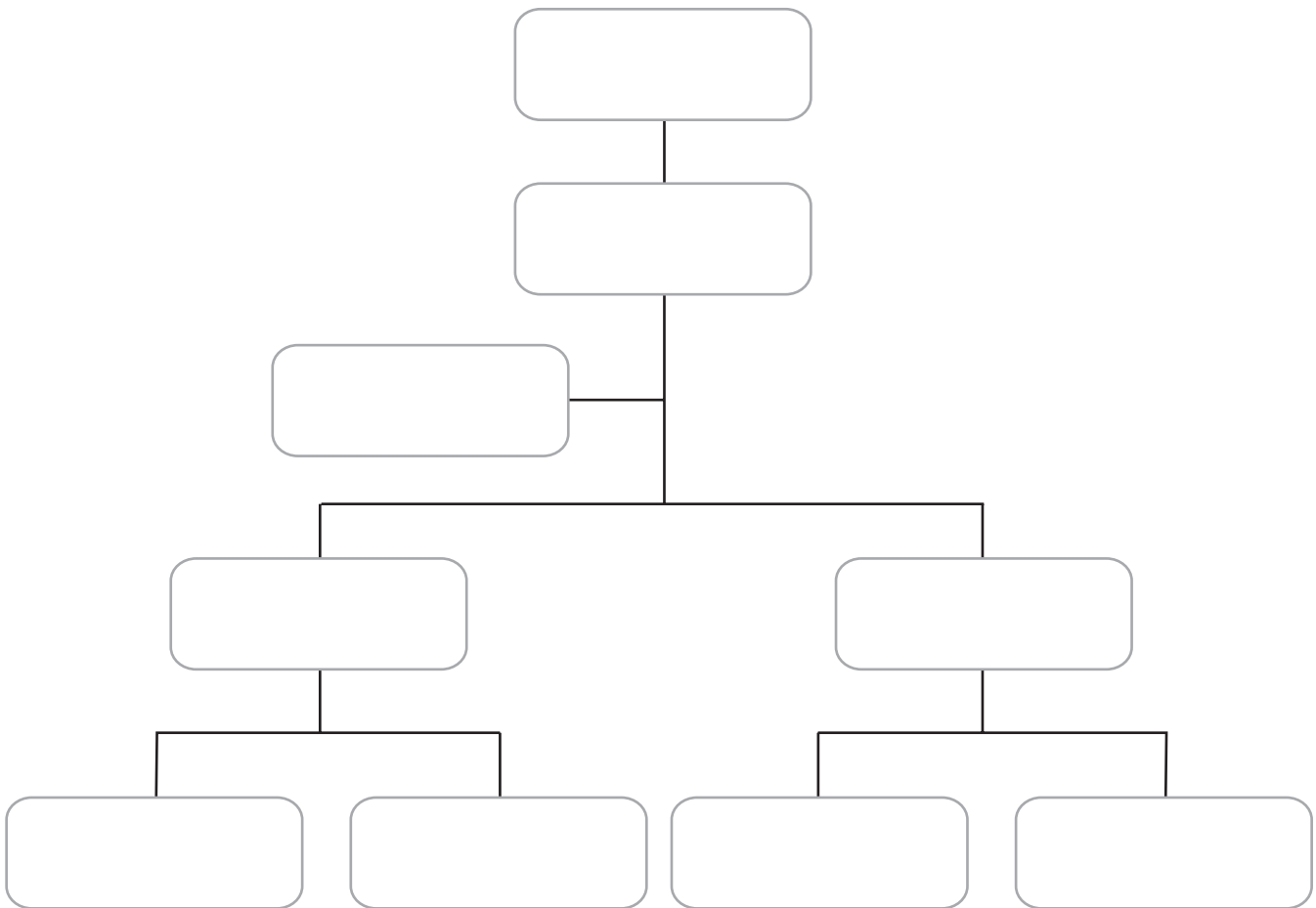


3 Listed below are the job roles for a typical restaurant brigade.

- Head Waiter
- Commis Waiter
- Chef de Rang
- Restaurant Manager
- Sommelier

Complete the organisation chart below using only the job roles listed.

Some job roles may be used more than once.



(Total for Question 3 = 5 marks)



4 Hotels pride themselves on providing an extensive list of additional services for their guests.

Identify **four** differences between a 5 star hotel and a guest house.

- 1
- 2
- 3
- 4

(Total for Question 4 = 4 marks)

5 There is an increasing trend in the UK hospitality industry to employ people on a part-time rather than a full-time basis.

(a) Explain what is meant by **full-time employment**.

(2)

-
-
-
-

(b) Explain what is meant by **part-time employment**.

(2)

-
-
-
-

(Total for Question 5 = 4 marks)



6 Other industries benefit from economic links with the hospitality industry.

(a) Identify **four** providers of additional external services which can be used by customers of the hospitality industry.

(4)

1

2

3

4

(b) Explain **two** economic benefits that these providers contribute to the local/UK economy.

(4)

1

.....

.....

.....

2

.....

.....

.....

(Total for Question 6 = 8 marks)



- 7 Study the data below which gives information on the number of people employed in the UK hospitality industry in 2006 and 2007.

Sector	2006	2007
Hotels	238 500	245 000
Contract food service	182 600	181 600
Pubs, bars and nightclubs	297 700	319 600
Restaurants	499 700	526 700
Hospitality services	390 300	417 400
TOTAL WORKFORCE	1 608 800	1 690 300

(Source: Labour Force Survey)

- (a) Identify which sector experienced a reduction in the number of employees.

(1)



(b) Explain why the restaurant sector has the largest number of employees.

(6)

Handwriting practice lines consisting of a solid top line, a dotted middle line, and a solid bottom line, repeated 15 times.

(Total for Question 7 = 7 marks)



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