

Candidate name

Candidate number

Centre name

Centre number

Paper 2A : Hospitality

Sample paper

1 hours

INSTRUCTIONS:

- Attempt all the questions using a dark blue or black pen.
- You must write your name, candidate number, centre name and centre number on the answer sheets in the designated spaces.
- Do not use correction fluid.
- Avoid writing on any bar codes.

INFORMATION:

- This paper has a total of 50 marks
- It is important to follow the instructions provided on the answer sheet.
- The number of marks assigned for every question or its parts is indicated within brackets [].

Learning Resource Network (LRN) has created these Sample Questions in order to support both the centres and candidates. The questions shown below are similar to those scenario based questions which candidates can expect in the assessment materials.

(Scenario based responses) - 50 marks

Candidates must answer all the questions from this section, the marks for each question is indicated in bracket []. Please note that these questions are sample examples only; actual exam questions will add up to a total of 50 marks

Question 1

Scenario:

You have been asked to undertake some research into the hospitality industry. Specifically, you have been asked to look into the following (i) different types of businesses within the hospitality industry, and (ii) review one type of professional body which represents the hospitality industry.

Required:

Present your findings in the form of a description as to the types of businesses within the hospitality industry. You are also required to research and present your findings of a professional body.

[10 marks]

Question 2

Scenario:

You work in a restaurant and have been asked to create an internal guidance document for new colleagues with a particular focus on (i) assisting customers with particular requirements (e.g. - mobility issues, hearing difficulties), and (ii) providing customers with information on allergens. Produce a summary of your guidance document, to include (i) specific information on two ingredients which may cause an allergic reaction to some customers along with one method for increasing awareness of allergens, and (ii) how staff can assist customers with particular requirements, including mobility issues and hearing difficulties.

Required:

Present your findings in the form of a summary statement.

[10 marks]

Question 3

Scenario:

You have been working for your current employer for over 2 years and have risen to the grade of team leader (operations). Over the past several months, you have noticed a number of concerns amongst younger team members, specifically: (i) constant disagreements amongst new members of the team which is starting to affect operational ways of working, and (ii) staff members openly disagreeing with others during service. This has been commented on by loyal customers who attend the restaurant on a weekly basis.

You raise these issues with your team supervisor and are commended for raising the issues in the first place. Your supervisor has asked you to contribute to the next team development day. You have been asked to create a maximum two slides for inclusion at the next training session. Within the information you have been asked to create, you have been asked to highlight ways in which positive working relationships can be encouraged and to set out the benefits to the business of working positively within teams.

Produce a maximum of two PowerPoint slides for inclusion in the next development day.

Required:

Present your findings in the form of content which can be included on a maximum of 2 PowerPoint slides. [10 marks]