

Candidate name

Candidate number

Centre name

Centre number

Paper 1: 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.
- Objective section consists of 25 questions, and it is essential that you attempt all of them. Each question has five options labelled A, B, C, D and E. Select the option that you think is correct. Mark it on the multiple choice answer sheet using a soft pencil.
- In subjective section, 25 marks are for extended theory.
- 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 questions in terms both format (Section A and B) and content which candidates can expect in the assessment materials.

Section A (Objective Section) - 25 marks

(There will be a total of 25 Multiple choice questions of 1 mark each. from this section, candidates must answer all of them)

Question 1

It is important to have an understanding of the various types of business ownership. One type of business ownership ***allows for other people to buy into an existing business and acquire the right to its business model.***

From the list of options, select the type of business ownership which meets the model indicated above.

- A) franchise
- B) limited liability partnership – private company
- C) limited liability partnership – public limited company
- D) partnership
- E) sole trader

Question 2

It is important to have constructive relationship with customers from other internal departments. You work part time in a hotel across reception and in the bar.

From the list of options, select an example of an internal customer in the hotel in which you work.

- A) commis chef
- B) delivery courier
- C) local florist
- D) sales client
- E) taxi driver

Question 3

From the list of options, select the one which sets out what is meant by the abbreviation GDP?

- A) greater development product
- B) greater domestic product
- C) gross domestic process
- D) gross domestic product
- E) gross domestic purpose

Question 4

It is important to have constructive relationship with external customers

From the list of options, select an example of an external customer.

- A) commis chef
- B) junior housekeeper
- C) reception manager
- D) stores person
- E) taxi driver

Question 5

It is important to have a good level of understanding of preparing different types of food commodities

From the list of options, select the food commodity which is trussed before being cooked.

- A) fish
- B) meat
- C) poultry
- D) shellfish
- E) vegetables

Question 6

A number of cooking methods are used for different types of food. One such method is a dry method which involves the addition of oil and food is cooked at temperatures in the range of 170 to 185° C.

From the list of options, select the type of cooking method cited in the vignette above.

- A) baking
- B) boiling
- C) grilling
- D) roasting
- E) steaming

Section B (Subjective Section) - 25 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 25 marks

Question 1. [2 marks]

In the table below, **state** the safe operating temperatures for the following: (i) deep-freezer, and (ii) refrigerator.

Appliance	Safe operating temperatures
Deep Freezer	
Refrigerator	

Question 2. [2 marks]

In the table below, state the **requirements** of the **different** customers.

Types of Customer	Expected requirements
Colleague from another department (events and conference)	
Disabled customer (restaurant reservation for Sunday)	

Question 3. [2 marks]

Describe **two** benefits for working in the Hospitality Industry.

Question 4. [2 marks]

Explain **key characteristics** required of personnel working in the Hospitality industry.

Question 5. [2 marks]

Define **two** ways in which employees can provide effective customer service skills.

Question 6.

[2 marks]

State **two** reasons for working well within a team environment.

Question 7.

[3 marks]

List **three** various types of pathogenic bacteria which can affect different food types.

Question 8.

[5 marks]

In the table below, define one way in which each of the following foods can be cooked: (i) meat, (ii) vegetables, (iii) poultry, (iv) fish, and (v) shellfish.

Type of food	Suitable cooking method
Meat	
Vegetable	
Poultry	
Fish	
Shellfish	

Question 9.

[2 marks]

State the safe operating temperatures for hot food.

Question 10.

[5 marks]

In the table below, list **two** different types of: (i) meat, (ii) vegetables, (iii) poultry, (iv) fish, and (v) shellfish

Type of food	Examples of food
Meat	
Vegetable	
Poultry	
Fish	
Shellfish	