

Surname	Centre Number	Candidate Number
First name(s)		4



LEVEL 1/2 VOCATIONAL AWARD – **NEW**

5409UB0-1



MONDAY, 15 JANUARY 2024 – MORNING

HOSPITALITY AND CATERING **UNIT 1: The Hospitality and Catering Industry**

1 hour 20 minutes

For Examiner's use only		
Question	Maximum Mark	Mark Awarded
1.	8	
2.	11	
3.	10	
4.	25	
5.	26	
Total	80	

5409UB01
01

INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen. Do not use gel pen or correction fluid.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided in this booklet. If you run out of space, use the additional page(s) at the back of the booklet, taking care to number the question(s) correctly.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets at the end of each question or part-question.

The total number of marks available is 80.

You are reminded of the need for clear and accurate written communication.



JAN245409UB0101

Answer **all** questions.

1. Hospitality and catering provisions can be commercial or non-commercial.

- (a) Identify whether the following statements are **True** or **False**.
Tick (✓) **one** box per statement.

[4]

	Statement	True	False
(i)	A hotel is a commercial (residential) provision		
(ii)	A hospital is a commercial provision		
(iii)	A café is a non-commercial provision		
(iv)	A school canteen is a non-commercial (residential) provision		

- (b) Place the correct letter next to the correct food service method.

[4]

The first one has been done for you.

Food service method				
A. Fast food	B. Buffet	C. Family-style	D. Takeaway	E. Silver service

	Statement	Letter
	Example: Waiting staff serve food using a fork and a spoon, normally used in a formal setting.	E
(i)	Food can be ordered over the phone or in person and consumed wherever the customer chooses.	
(ii)	Waiting staff deliver food to the table in large dishes and each person can help themselves, passing dishes around the table.	
(iii)	A customer selects a meal from a limited set menu from a display board and orders at a till or at a digital self-service device. Food is cooked quickly.	
(iv)	Self-service method where customers can select from a range of dishes.	





2. Alex is a full-time receptionist at the Dearman Hotel and has a permanent contract.

(a) Suggest **four** job responsibilities Alex would carry out. [4]

- (i)
- (ii)
- (iii)
- (iv)

(b) State **two** personal attributes Alex may have as a receptionist. [2]

- (i)
- (ii)

(c) State **two** benefits Alex will have with a permanent contract. [2]

- (i)
- (ii)

(d) Name **three** dress code rules Alex may have to follow as a receptionist. [3]

- (i)
- (ii)
- (iii)



3. The Dearman Hotel is aware that its customers' needs have changed. More people want an environmentally friendly and sustainable hotel.

(a) Explain why customers want environmentally friendly and sustainable hotels. [6]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(b) Propose **four** ways the Dearman Hotel can make its hotel rooms more environmentally friendly and sustainable. [4]

(i)

(ii)

(iii)

(iv)



BLANK PAGE

**PLEASE DO NOT WRITE
ON THIS PAGE**



4. The diversity of customers is important for the Beverley Hotel. All hospitality and catering provisions must cater for customer rights, inclusion, and disabilities by law.

(a) Explain how the Beverley Hotel can meet the needs of the following:

(i) Families with babies and small children

[4]

.....

.....

.....

.....

.....

.....

.....

.....

(ii) People with disabilities

[4]

.....

.....

.....

.....

.....

.....

.....

.....



The Beverley Hotel needs a new and inspiring breakfast menu.

(b) Complete the breakfast menu with two suitable options for:

[2+2]

- Vegetarian customers
- Vegan customers

The Beverley Hotel Restaurant breakfast menu

Vegetarian options

(i)

(ii)

Vegan options

(i)

(ii)



(c) Name the following equipment shown below.

[4]



(i)



(ii)



(iii)



(iv)



During a rainy day, the reception area of the Beverley Hotel has become wet and slippery. A customer has slipped and fallen in the reception area, resulting in a broken wrist.

- (d) Review and complete part of the accident form below for the incident.

Accident form	
Customer name: Ollie Jones	
Date: 16/10/2024	Time: 12:12
(i) Where did the accident happen?	[1]
(ii) What was the hazard and the cause?	[2]
(iii) Detail of the accident and injury:	[2]

- (e) Assess the risks and make suggestions on how to prevent the accident from happening to customers in the future. [4]

.....

.....

.....

.....

.....

.....

.....

.....





5. The Time Café needs to update its Hazard Analysis and Critical Control Points (HACCP) document.

(a) Complete the control point column of the HACCP table below for the Time Café. [6]

Stage	Hazard	Control point
Storage	High-risk food contaminated by pathogenic bacteria	(i)
	
		(ii)
	Contamination from pests (insects and mammals)
		(iii)
	
		(iv)
	
		(v)
	
		(vi)
	



(b) Name **two** types of food poisoning and then state **one** visible and **one** non-visible symptom for each.

[6]

Food poisoning	Visible symptom	Non-visible symptom

(c) Discuss the job responsibilities of the EHO.

[8]



(d) Describe the control points that the Time Café must follow to prevent poor staff hygiene. [6]

[6]



[illegible]

[illegible]

Examiner
only



BLANK PAGE

**PLEASE DO NOT WRITE
ON THIS PAGE**



BLANK PAGE

**PLEASE DO NOT WRITE
ON THIS PAGE**

