

Write your name here	
Surname	Other names
Edexcel Principal Learning	Centre Number
	Candidate Number
Hospitality	
Level 1	
Unit 1: Introducing Hospitality Services	
Sample Assessment Material 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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1 List **four** types of businesses within the hospitality industry.

- 1
- 2
- 3
- 4

(Total for Question 1 = 4 marks)

2 (a) Identify **three** features of a **budget hotel**.

(3)

- 1
- 2
- 3

(b) Identify **three** types of organisation that a **contract catering** company might provide services for.

(3)

- 1
- 2
- 3

(Total for Question 2 = 6 marks)



3 Identify **four** features of a bed and breakfast business from the list below.

- Economically priced bedrooms
- Comfortable but limited facilities
- Well furnished with extensive facilities
- Standard soft furnishings and decorations in all bedrooms
- Food offered — breakfast and possibly evening meal
- Large number of bedrooms
- Individually decorated and furnished guest rooms
- Full alcohol licence
- Small number of bedrooms

1

2

3

4

(Total for Question 3 = 4 marks)



4 The Jones family are planning to stay at a hotel. They have three children under the age of 10.

(a) Identify **three** needs that the Jones family may have when staying in a hotel.

(3)

Need 1

.....
.....

Need 2

.....
.....

Need 3

.....
.....

(b) Describe how the hotel could meet each of the needs you identified in (a) through their products or services.

(3)

How need 1 could be met.

.....
.....

How need 2 could be met.

.....
.....

How need 3 could be met.

.....
.....

(Total for Question 4 = 6 marks)



5 Give **four** special dietary needs that a restaurant should consider when designing its menu.

1

2

3

4

(Total for Question 5 = 4 marks)



6 List the products or services that a hotel can offer to meet the following needs of business customers.

Business customer need	Product/Service
1. To be able to communicate with their workplace while staying in the hotel	
2. To be able to drive to the hotel	
3. To be able to have a business meeting	

(Total for Question 6 = 3 marks)

7 You have been asked to plan your company's Christmas party at a local hotel.

Identify **three** products or services that you would expect the hotel to offer for a Christmas party.

- 1
- 2
- 3

(Total for Question 7 = 3 marks)



8 From the list below select **two** features that may be found in a café and **two** different features that may be found in a fine dining restaurant.

Draw lines to the correct answers.

Café

Fine dining
restaurant

Low prices

A la carte menu

Silver service

Menu of light
meals/snacks

Ability to reserve a table

(Total for Question 8 = 4 marks)



9 (a) Explain what is meant by customer service.

(2)

.....

.....

.....

(b) Identify **three** costs for a high quality hospitality business from providing **good** customer service.

(3)

1

2

3

(c) Describe how a member of staff in a restaurant might provide **good** customer service.

(2)

.....

.....

.....



(d) Read the following scenario:

A group of four customers in a restaurant had to wait over an hour for their main course to be served after ordering their food. When the food did arrive one of the dishes was wrong.

Explain what effect this level of service could have on the hospitality business.

(4)

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(Total for Question 9 = 11 marks)

TOTAL MARKS FOR PAPER = 45 MARKS





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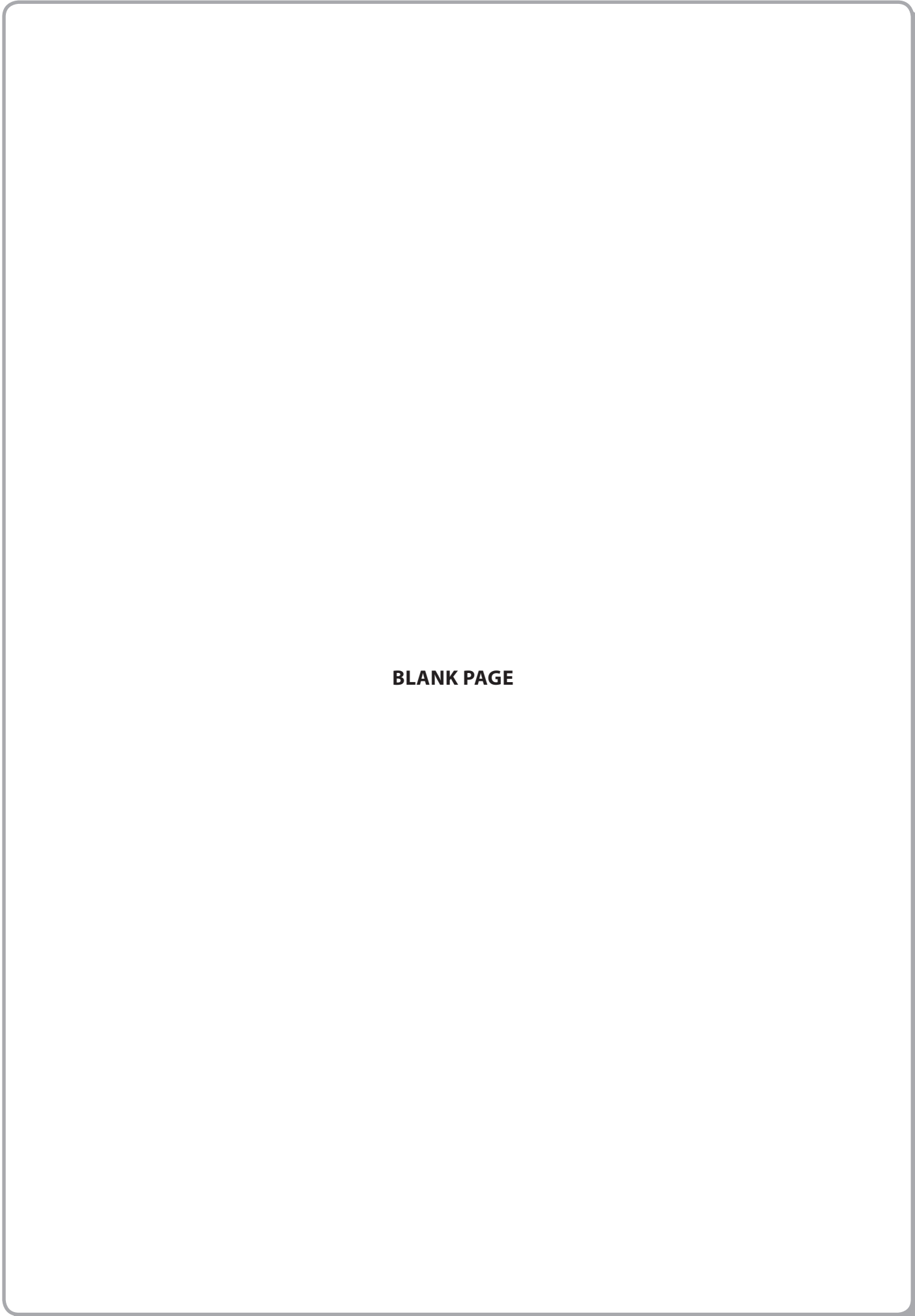
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