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# HOTEL & CATERING LAW

Monday 5<sup>th</sup> September 2022

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## Time allowed

Three hours

## Instructions

- Ensure that you pay particular attention to words in **bold**.
- Write the question number next to each answer in your answer booklet.
- You are **not** required to rewrite the question in your answer booklet.

## Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [ ].

## Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

## Materials

- Notes or books are **not** permitted.
- Non-programmable calculators are permitted.



ICM

**ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS**

1. Describe actions that an employer would consider to be gross misconduct. Use examples from the hotel and catering industry to support your description. [20 marks]
2. When disputes arise between businesses, clients, customers or departments the parties involved have to decide how the dispute can be resolved.
  - (a) Explain the process that a hotel or catering business would follow when resolving a dispute. [6 marks]
  - (b) Describe **seven** processes that a hotel or catering operation must follow during arbitration. [14 marks]
3.
  - (a) Explain the importance of a hotel security policy. [5 marks]
  - (b) Describe the contents of a security policy. Use examples to support your description. [10 marks]
  - (c) Explain the safety and security factors hotel management must consider when offering car parking facilities to its guests. [5 marks]
4. Describe how the UK Sale of Goods Act 1979 operates and the possible offences that can occur if the Act is not followed. Use examples from the hotel and catering industry to support your description. [20 marks]
5. Evaluate the advantages and disadvantages of setting up and running a limited company in the context of the hotel and catering industry. [20 marks]
6. Employers and employees have a legal duty to ensure the health, safety and welfare of every person on the premises.
  - (a) Outline **five** responsibilities an employer has to ensure the safety and welfare of employees in the workplace. [10 marks]
  - (b) Describe the inspection of each of the following to ensure that premises comply with fire safety legislation:
    - (i) Means of escape [3 marks]
    - (ii) Methods of preventing fire from spreading [2 marks]
    - (iii) Means of giving warning [5 marks]
7. The UK Disability Discrimination Act (1995) and UK Equality Act (2010) both prevent an employee being treated less favourably because of their disability.
  - (a) Explain the types of disabilities categorised under these Acts. [8 marks]
  - (b) Describe the ways in which an employer in the hotel and catering industry could unlawfully discriminate against a person on the grounds of their disability. [12 marks]
8. The sale and supply of alcohol is an activity controlled by law.
  - (a) Explain what is meant by permitted hours on licensed premises. [5 marks]
  - (b) State the persons to whom alcohol must not be sold. [5 marks]
  - (c) Describe the legal position regarding the sale of draught beer. [5 marks]
  - (d) State the licenses required for playing background music in a bar restaurant. [5 marks]

**END OF QUESTIONS**