cea
Rewarding Learning

Centre Number

71

Candidate Number

General Certificate of Secondary Education
2012

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 25 MAY, AFTERNOON

GHP21

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.
Write your answers in the spaces provided in this question paper.
Answer **all twelve** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 80.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.
Quality of written communication will be assessed in questions **11** and **12**.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
Total Marks	

6503

Pre-Release Material

A Spanish group, La Playa Golf Club has made a group reservation for 30 people in the Beeches Hotel and Country Club.

The booking for the golfing package is for three nights. Those attending the golf trip will share double rooms, and will pay La Playa Golf Club, prior to the trip. The Beeches Hotel and Country Club offer courtesy transport to and from the airport for their guests.

The group organiser Alfredo Caliva, has been in contact with the hotel and forwarded on guests' details to assist the check-in procedure. The hotel will pre-print the guests' registration cards. Each guest will be issued with a key card upon arrival.

Alfredo Caliva has requested a late check out for the guests as their flight is not until 7pm. The Beeches Hotel and Country Club will charge the guests an additional fee for this service.

The hotel offers foreign exchange facilities. This should assist golfers to pay for any additional services they might use in the hotel.

Alfredo Caliva has used the hotel for a number of golf trips and the manager has decided to upgrade his room to VIP status.

When dealing with a large group communication between all departments in the hotel and country club is vital for a successful trip.

Often guests leave items of personal property behind when they check out.

The Beeches Hotel and Country Club will be paid by Bank Transfer.

The La Playa Golf Club banks at:
Banco de Espana
Costa Blanca
Sort Code: 98-76-90
Account Number: 17694440

The address of La Playa Golf Club is:
Calle Fluorita 69
Salobreña
E-03189
España

Email address: alfredocaliva@laplaya.com
Telephone: 003462 7274596
Fax: 003463 40007000

6503

1 Complete the group reservation form using the information from the **pre-release material**.

The Beeches Hotel and Country Club
**** Star

Group Reservation Form

1. Group Details

   Name: _____ [1]

   Address: _____

   City: _____ Country: _____ Post Code: _____ [1]

   Contact person's name: _____ [1] Title: Mr/Mrs/Miss/Ms [1]

   Tel: _____ [1] Fax: _____ [1]

   Email: _____ [1]

2. Accommodation Options

   Spa Package [ ]   Dinner, Bed and Breakfast [ ]   Golf Package [ ] [1]
   £190   £150   £200

   Late check out [ ] *Note: £20 supplement per person for a late check out*
                    [1]

   Number of rooms requested

   Sgl [ ]   Dbl [ ] [1]

   Date of arrival: **31/06/2012**   Date of departure: **03/07/2012**

   Number of nights: **3 nights**   Total Number of People: _____ [1]

3. Airport Transportation Requirements

   Airport Shuttle Options
   Small car   Large car   Minibus   Midibus   Bus
    2 pax   4 pax   10 pax   18 pax   35 pax
     [ ]   [ ]   [ ]   [ ]   [ ]   [1]

4. Payment Details

   By Bank Transfer [X]

   Bank account name: _____ [1]   Bank name: _____ [1]

   Account Number: _____ [1]   Sort Code: _ _ /_ _ /_ _ [1]

[16]

2 Explain **two** benefits of providing a courtesy shuttle bus to and from the airport for groups staying in the Beeches Hotel and Country Club.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

3 The Head Housekeeper has requested that all public areas of the hotel and country club are kept clean at all times.

Write down **four** ways the housekeeping staff can fulfil this request.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

4 Explain the term "group booking".

_____

_____

_____

_____ [2]

5 Hotel legislation states that all guests must complete a registration card.

When a hotel takes a group booking, it may pre-print the registration cards with the guest information received during the booking.

Explain **two** advantages of this practice for the hotel.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

6 Explain **three** advantages to a guest who is upgraded to VIP status.

1. _____

_____

_____ [2]

2. _____

_____

_____ [2]

3. _____

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_____ [2]

7 Explain **three** ways the reception staff could meet the needs of non-English speaking guests.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

3. _____

_____

_____

_____ [2]

8 The group is staying at the hotel on a golfing package.

Explain **two** reasons why it is important that the front office informs other departments in the hotel of this package and the numbers who will be attending.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

9 Alfredo Caliva has organised a late check out for the group as their return flight is not until 7pm.

(a) Write down the department which needs to be made aware that a late check out has been arranged.

_____ [1]

(b) Explain one reason why hotels charge extra for this service.

_____

_____

_____

_____ [2]

(c) Write down **five** costs which may appear on the guest's bill when they check out of the hotel.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

5. _____ [1]

[Turn over

10 A golfer has left a pair of golfing shoes behind in his room.

Explain **four** steps the room attendant should take on finding them.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

3. _____

_____

_____

_____ [2]

4. _____

_____

_____

_____ [2]

11 A number of guests have Euro Travellers Cheques and have asked at the reception to get them cashed.

Discuss the procedure when cashing a traveller's cheque.

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[Turn over

[9]

12 The Beeches Hotel and Country Club have just introduced key cards.

Evaluate the use of key cards in hotels.

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[Turn over

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_____ [9]

_____

THIS IS THE END OF THE QUESTION PAPER
_____

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