



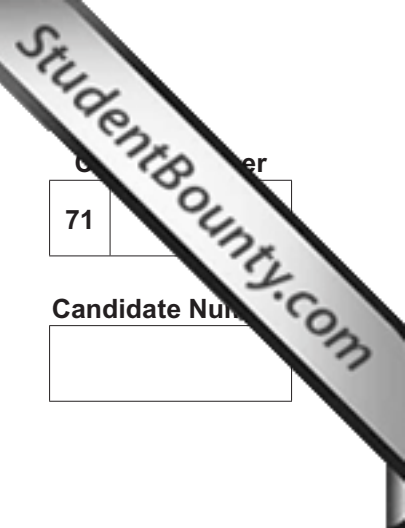
General Certificate of Secondary Education
2013

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 17 MAY, AFTERNOON



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	

Pre-Release Material

Mr and Mrs Maxwell are a retired couple who have made a reservation for a double room at The Crown Hotel for the weekend as they are attending their grandson's wedding. Mr Maxwell asked for a bedroom on the ground floor when he made the booking.

Mr Maxwell later telephoned the hotel to make a dinner reservation for the day of their arrival.

Mr and Mrs Maxwell's room was not ready when they arrived and was still being serviced as there was an administration error on the report sheet. While they were waiting Mr and Mrs Maxwell spoke to the concierge about local tourist attractions.

Once in their bedroom, Mrs Maxwell completed a room service breakfast order for the next day at 8.15 am. She asked for:

- 1 regular coffee
- 1 tea
- 2 orange juices
- 2 Special K
- 2 full Irish breakfasts
- 1 poached egg
- 1 scrambled egg.

After they had checked out of the hotel, Mrs Maxwell realised that she had left her vanity case behind in the room.



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Examiner Only	
Marks	Remark

1 (a) Write down **two** points of information a receptionist will need to record when making Mr Maxwell's dinner reservation.

1. _____ [1]
2. _____ [1]

(b) Explain **two** ways the front office department and the food and beverage department work together to ensure guests' needs are met.

1. _____

 _____ [2]
2. _____

 _____ [2]

2 (a) Complete the room service order form, using the information from the pre-release case study.

Examiner Only	
Marks	Remark

THE CROWN HOTEL

FOR BREAKFAST IN YOUR ROOM PLEASE HANG THIS FORM ON
OUTSIDE OF DOOR BEFORE 3 am.

Name: Mr and Mrs Maxwell Room No.: 125

BREAKFAST MENU

Please tick your preferred time of service

6.00 – 6.30 <input type="checkbox"/>	6.30 – 7.00 <input type="checkbox"/>	7.00 – 7.30 <input type="checkbox"/>
7.30 – 8.00 <input type="checkbox"/>	8.00 – 8.30 <input type="checkbox"/>	8.30 – 9.00 <input type="checkbox"/>
9.00 – 9.30 <input type="checkbox"/>	9.30 – 10.00 <input type="checkbox"/>	

Please indicate number of servings per choice

TEA/COFFEE

Regular coffee
 Decaffeinated coffee
 Tea
 Decaffeinated tea

JUICE

Orange
 Tomato
 Apple
 Grapefruit

CEREALS

Cornflakes
 Alpen
 Special K
 Rice Krispies
 Porridge

FRUIT

Assorted fruit
 Grapefruit segments
 Melon

FULL IRISH BREAKFAST

Traditional cooked breakfast with sausages, bacon, black and white pudding, tomatoes, mushrooms and a choice of cooked egg.

Scrambled Egg Poached Egg Fried Egg

CONTINENTAL BREAKFAST

Selection of cooked meats and cheese accompanied by a selection of breads and pastries.

Signed: Mrs Maxwell Date: 15/7/13
 £5.00 supplement per person

[8]

(b) Write down **two** departments that would be involved in handling this breakfast request.

1. _____ [1]

2. _____ [1]

3 When a reservation is being made, the receptionist will offer the customer different types of rooms.

Describe each type of room listed in the table.

ROOM TYPE	DESCRIPTION
Family	<hr/> <hr/> <hr/> <hr/>
Executive	<hr/> <hr/> <hr/> <hr/>
Suite	<hr/> <hr/> <hr/> <hr/>

[6]

Examiner Only	
Marks	Remark

4 Write down six stages of the customer cycle.

1. _____ [1]
2. _____ [1]
3. _____ [1]
4. _____ [1]
5. _____ [1]
6. _____ [1]

Examiner Only	
Marks	Remark



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Examiner Only	
Marks	Remark

5 Explain **three** reasons why it is important that the hotel meets Mr and Mrs Maxwell's requests and provides them with a bedroom on the ground floor.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



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Examiner Only	
Marks	Remark

6 Explain **two** benefits of a hotel using a computerised system when making a reservation.

1. _____

_____ [2]

2. _____

_____ [2]



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Examiner Only	
Marks	Remark

7 (a) Write down **three** duties a room attendant would carry out on a daily basis.

1. _____ [1]
2. _____ [1]
3. _____ [1]

(b) Write down **three** special products a room attendant may include when they are preparing a bridal suite.

1. _____ [1]
2. _____ [1]
3. _____ [1]

(c) When cleaning the bedroom after Mrs Maxwell checked out the room attendant found a vanity case.

Write down **four** steps the hotel should take when handling this item of lost property.

- _____
 - _____
 - _____
 - _____
- _____ [4]

8 Explain **three** ways The Crown Hotel can be environmentally friendly.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

9 Explain **two** reasons why the front office is a critical part in a hotel.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

10 Explain **two** reasons why it is important that the accommodation department receives an arrivals list report.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark



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Examiner Only	
Marks	Remark

11 Discuss the importance of housekeeping staff servicing the banqueting room before it is set up by the food service staff for the wedding.

[9]

Examiner Only

Marks Remark

Marks	Remark

[Turn over

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