



Rewarding Learning

General Certificate of Secondary Education  
2015

Centre Number

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Candidate Number

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# Hospitality

Unit 2: Reception and Accommodation



GHP21

[GHP21]

FRIDAY 12 JUNE, MORNING

### 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	
<b>Total Marks</b>	

## Pre-Release Material

Madam Amélie Marquis is travelling from France to Belfast on business. She has made a reservation with the Hotel International for an executive room for two nights, arriving on Wednesday 17th June, 2015. Madam Marquis is a repeat guest and her employer will settle the bill using a credit ledger account.

When making the booking Madam Marquis enquired about the availability of the hotel's business service centre to prepare for her meetings. She has also requested a late check-out. At check-in Madam Marquis provided the following personal details:

### Personal Details:

Address: 109 Rue Saint Lazore, 75008, Paris

Passport Number: 32566518

Country of Residence: France

Whilst Madam Marquis was in a meeting the hotel receptionist received a telephone call from her secretary.

1 (a) Complete the registration card below.

**Examiner Only**  
**Marks Remark**

**HOTEL INTERNATIONAL  
Registration Card**

Surname: \_\_\_\_\_ [1] Forenames: \_\_\_\_\_ [1]

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [1]

FOR FOREIGN VISITORS	
Passport Number:	32566518
Where Issued:	Paris
Country of Residence:	France
Next destination:	Paris

Nationality: French \_\_\_\_\_

Date of Arrival: \_\_\_\_\_ [1] Date of Departure: \_\_\_\_\_ [1]

Car Registration: N/A \_\_\_\_\_

Have you stayed before: YES  NO  [1]

Please indicate how you intend to settle your account:

CASH  CREDIT LEDGER ACCOUNT  VOUCHER

CREDIT CARD  , TYPE: \_\_\_\_\_ [1]

SPECIAL REQUIREMENTS:
_____ _____ _____ [1]

Signature: *Amélie Marquis* \_\_\_\_\_

(b) Explain why the Hotel International requires Madam Marquis to complete a registration card.

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[2]

2 (a) Write down **two** ways front office can speed up the check-in process.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

(b) Write down **two** tasks that take place at reception when a guest is checking out.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark

3 (a) Write down **two** products Madam Marquis may require when working in the Business Centre.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

(b) Explain **three** business services which may be provided by the hotel.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

(c) Describe an executive room.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

4 Explain **four** procedures a receptionist would follow when answering a telephone call.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

4. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark



6 Discuss **two** benefits to a manager of analysing the arrivals list report the night before.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark



7 Madam Marquis has requested a newspaper to be delivered to her room each morning.

Explain **three** procedures the reception staff will carry out to meet this request.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

8 Explain **two** disadvantages for the hotel offering a late check-out service.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

9 Explain **two** benefits of the housekeeper using a checklist sheet.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark



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**10** Describe the job role of the following members of staff within the accommodation department.

Room attendant

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

Housekeeper

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

Linen Porter

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

The quality of **your written communication** will be assessed in this question.

**11** Discuss ways housekeeping staff can maintain high standards in the public areas of hotels.

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Examiner Only	
Marks	Remark

Lined area for student response, consisting of approximately 30 horizontal lines.

Examiner Only	
Marks	Remark

[9]

The quality of **your written communication** will be assessed in this question.

- 12 Evaluate the use of a credit ledger account as a method of payment in a hotel.

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Examiner Only

Marks	Remark
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Lined area for writing or calculations.

Examiner Only	
Marks	Remark

[9]

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