



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]
FRIDAY 12 JUNE, MORNING

TIME

1 hour 30 minutes, plus your additional time allowance.

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

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.

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

5 Explain **one** reason why front office must work closely with the following departments. Use a different reason for each answer.

Kitchen

[2]

Food and Beverage Service

[2]

Accommodation

[2]

Examiner Only	
Marks	Remark

6 Every night the manager looks carefully at the following days arrivals list report. Write down **two** benefits of doing this.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

7 Madam Marquis has asked for 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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Examiner Only	
Marks	Remark

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

Room attendant

[2]

Housekeeper

[2]

Linen Porter

[2]

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