

Context – Caygill Group Hotels Ltd

Caygill Group Hotels Ltd (CGH Ltd) is a private limited company that owns 20 hotels in the United Kingdom. It is owned by the Caygill family with Jessica Caygill as the Managing Director. Other members of the family work in the business. These include Peter Caygill, Financial Director who is responsible for all financial matters including the final accounts, Simon Dalkin the Sales and Marketing Director, Laura Brown the Human Resources (Personnel) Director and Jenny Caygill the Administration/ICT Director.

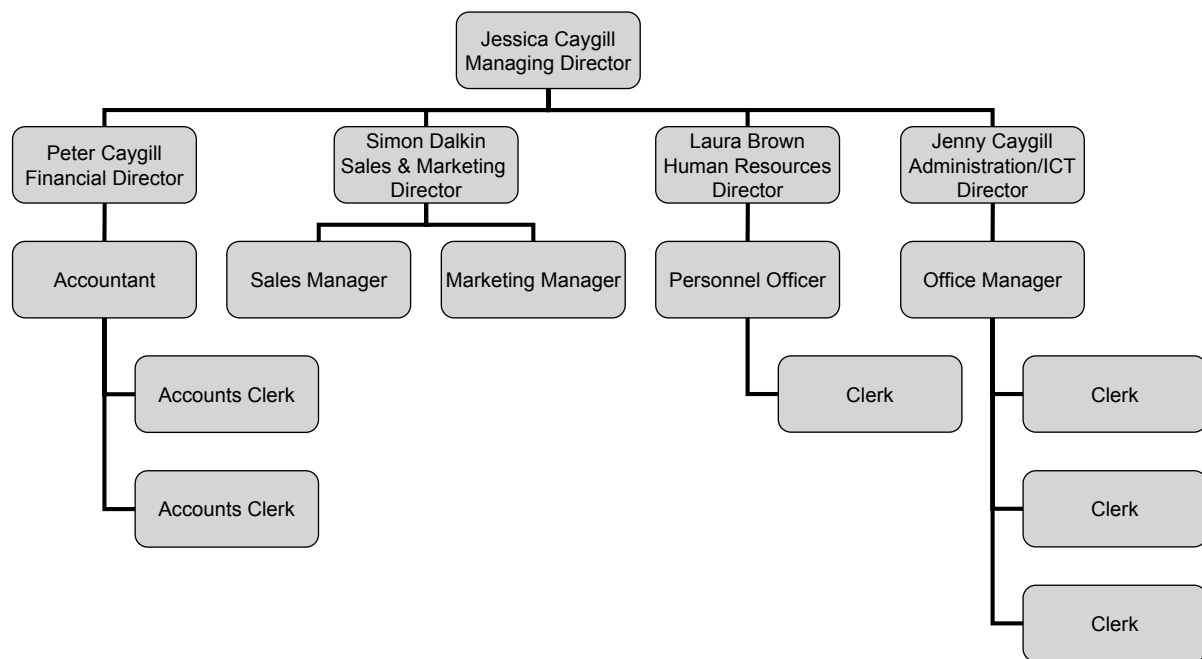
CGH Ltd hotels are near airports and in the centre of towns and cities. Their guests consist mainly of tourists or business people working in the area for short periods. Jas Hopkins is the Manager of the CGH Ltd hotel in London. This hotel, with 120 bedrooms, is typical of other hotels in the Caygill chain and employs permanent and temporary staff. Guests use the hotel facilities, which include:

- a bar and restaurant
- a fitness and leisure centre with a swimming pool
- a small business centre
- car parking.

At present, all CGH Ltd hotels are not full with guests. Simon Dalkin has carried out some research and, after consultation, the directors of CGH Ltd have come up with the following plans to increase turnover:

- employ a person to improve the Internet website which is out-of-date and basic
- review the company’s current marketing strategy, in particular future promotional campaigns
- improve the quality of service offered by all staff at CGH Ltd
- set up a membership scheme for people not staying at CGH Ltd hotels to use the hotels’ fitness and leisure centre facilities.

CGH Ltd Organisation Chart



Answer ALL questions.

1. The CGH Ltd hotel in London provides information for guests about many London tours and attractions. Michael Molavi, the Guest Relations Manager, has asked you to prepare an information sheet about an evening cruise on the River Thames.

Details:

boat – Cleopatra, a luxury cruiser with three exterior viewing decks catering for groups of all sizes from 2 to 300 people; there is full wheelchair access

prices – £78.00 including drinks (welcome cocktail and ½ bottle of wine) £62.00 excluding drinks

dinner – a welcome drink, a four-course a la carte menu with coffee and chocolates to follow

boarding and set-down points – the cruiser will pick up passengers at Embankment Pier at 1900 hours and land at Westminster Pier at 2245 hours

Using appropriate software, prepare an A4 portrait information sheet. The heading, centred and in capital letters, should be Thames Luxury Dinner Cruise. The order of information and details must be:

- boarding point and time
- the boat
- dinner
- set-down point and time
- group sizes
- prices.

Print out a copy of the information sheet. The copy should be clearly marked with the question number, centre number and your name and candidate number.

Q1

(Total 15 marks)



2. Part-time staff at CGH Ltd hotels are paid on a time-rate system. A spreadsheet is used to calculate their pay each week.

Details of some of the staff are shown below:

Payroll number	Time-rate	Hours worked	Time-rate total	Overtime rate	Overtime hours worked	Overtime rate total	Total gross pay
L1748	£5.50	16		£8.25	1		
L1346	£6.00	12.5		£9.00			
L1154	£5.35	10		£6.68	4		
L1093	£5.45	15		£6.80			
L1671	£6.15	20		£9.22	5		

The spreadsheet should be formatted as follows:

- currency columns should be formatted to 2 decimal places and include a £ sign against every entry
- all columns must be left justified
- the title of the spreadsheet is WEEKLY PAID STAFF.

- (a) Load the spreadsheet file **PAY** and, using the details given above, complete the spreadsheet and calculate the total gross pay for each member of staff.

Print out a copy of the spreadsheet. The copy should be clearly marked with the question number, centre number and your name and candidate number.

(9)

CGH Ltd asks its guests to rate the services it provides.

The ratings given by 25 guests for questions about food are shown below:

	Poor	Average	Excellent
Variety		18	7
Quality		15	10
Service	1	20	4

- (b) Using appropriate software and the data given above, create a fully labelled bar chart. The chart should have an appropriate title.

Print out a copy of the bar chart. The chart should be clearly marked with the question number, centre number and your name and candidate number.

(6)

(Total 15 marks)

Q2



3. The CGH Ltd hotel in London keeps a database with information about its staff. The following are new members of staff.

Staff Number	Surname	Initial	Area	Department
L2034	Jines	P	Front Office	Reservations
L2016	Christie	J	Housekeeping	Florist
L2024	Karim	S	Engineering	Maintenance
L2021	Maltz	R	Food	Room Service
L2012	Sutcliffe	S	Front Office	Reception
L2029	James	M	Security	Security Guard

(a) (i) Using this information, create a database with 5 fields (STAFF NO, SURNAME, INITIAL, AREA, DEPARTMENT) and enter the staff details.

Print out a copy of the database showing all fields. The copy should be clearly marked with the question number, centre number and your name and candidate number.

(5)

(ii) S Sutcliffe has moved to another of CGH Ltd's hotels. Delete this record.

(1)

(iii) J Christie works in the Public Areas Department. Amend this record.

Print out a copy of the database showing all fields. The copy should be clearly marked with the question number, centre number and your name and candidate number.

(1)

(b) (i) Another member of staff has been employed. He will be working in the Restaurant department which is in the Food Area. His name is Raoul Patel and his Staff Number is L2036. Create a new record for him.

(3)

(ii) Carry out an ascending sort on the **SURNAME** field.

Print out a copy of the database showing all fields. The copy should be clearly marked with question number, centre number and your name and candidate number.

(2)

(c) (i) Search the database for members of staff who work in the Food Area.

(1)

(ii) Sort this search on the **DEPARTMENT** field.

Print out a copy showing the **STAFF NO, SURNAME AND DEPARTMENT** fields only. The copy should be clearly marked with the question number, centre number and your name and candidate number.

(2)

Q3

(Total 15 marks)

TOTAL FOR PAPER: 45 MARKS

END



M 3 1 5 3 1 A 0 5 0 8

BLANK PAGE



BLANK PAGE



M 3 1 5 3 1 A 0 7 0 8

BLANK PAGE

