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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.

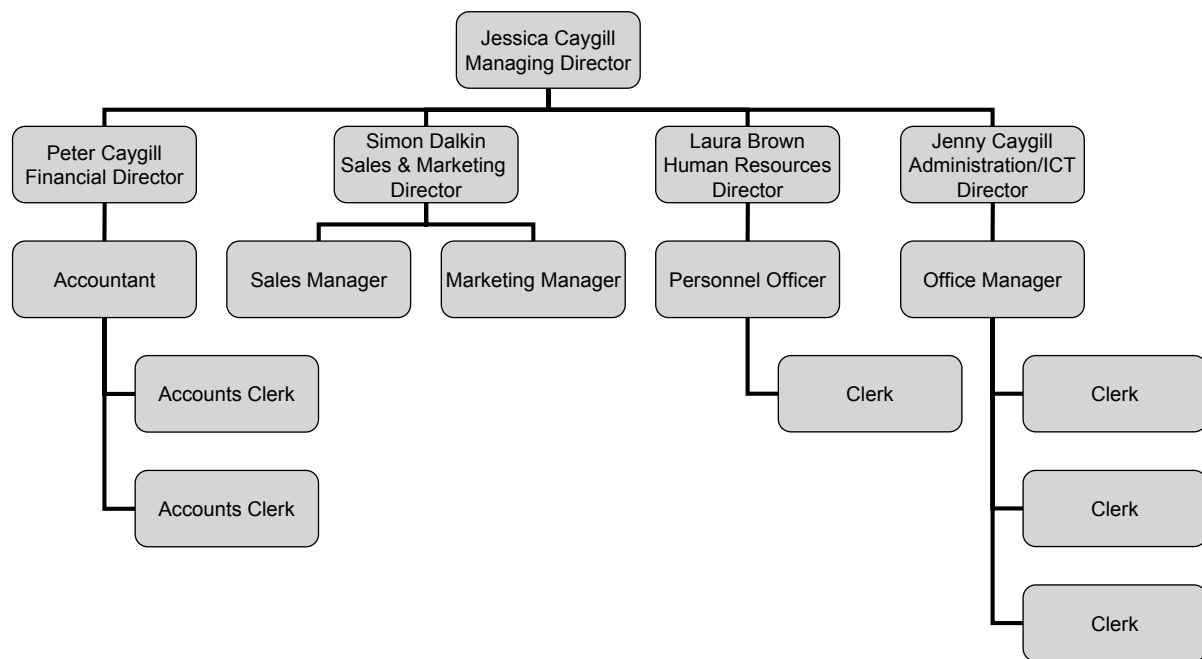
CGH Ltd hotels are near airports and in the centre of towns and cities. Their guests consist mainly of tourists or business people working in the area for short periods. Jas Hopkins is the Manager of the CGH Ltd hotel in London. This hotel, with 120 bedrooms, is typical of other hotels in the Caygill 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- employ a person to improve the Internet website which is out-of-date and basic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 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)

Q1

(Total 15 marks)



2. A record of the expenditure of each of the guests at the CGH Ltd hotel in London is kept on a spreadsheet. The spreadsheet headings look like this:

Guest Name	Room No	No of nights	Price per night	Evening meal	Bar	Room Service meals	Total
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Instructions:

- column headings must be in capitals and bold
- all columns with currency in them must include a £ sign below the heading, must be right justified and should be formatted to 2 decimal places
- all other columns must be left justified
- the title of the spreadsheet is **HOTEL BILLING**
- spreadsheet should fit on one sheet of A4 paper.

(a) (i) Using appropriate software, create this spreadsheet using the details given above. (7)

(ii) Enter the following information into the spreadsheet and complete the totals for each guest:

- Mrs E Lowry, stayed for 3 nights in room 115, the price of the room per night was £95. She had room service meals totalling £29.95.
- Mr P Reiner, stayed for 1 night in room 326, the price of the room was £137, he had an evening meal costing £22.50 and spent £6.80 in the bar.

Print out a copy of the spreadsheet. The copy should be marked with the question number, centre number and your name and candidate number. (2)

The information in the spreadsheet is used by the hotel to complete an invoice for each guest.

(b) (i) Load the spreadsheet file **CGHINVOICE**.

(ii) Complete an invoice for Mr P Reiner, who stayed in the hotel on the night of 30 April 2008, using details from the spreadsheet. Any items from the evening meal, room service and bar columns should be totalled together and shown under supplement on the invoice. The invoice number is 672.

Print out a copy of the invoice. The copy should be clearly marked with the question number, centre number and your name and candidate number. (6)

(Total 15 marks)

Q2



3. CGH Ltd has a hotel in Cheltenham and it, along with the other hotels in the chain, is setting up a membership scheme. This will be for people who are not staying at the hotel to use the fitness and leisure facilities provided. CGH Ltd has advertised this scheme and has received a letter from Miss K Pattinson of 19 Winchcombe Road, Cheltenham, GL79 6QR, asking for further details.

John Curtis, the Promotions Manager of the Cheltenham Hotel, has given you the following notes for a letter to Miss Pattinson.

Opening paragraph - thank Miss Pattinson for her letter. Her letter was dated 29 April 2008.

Closing paragraph - if she needs any further help please contact me - using the above telephone number or email address.

The letter must be fully blocked with open punctuation.

Date for 2 May 2008 when I will sign it.

Body of letter - two paragraphs - in one tell her clubs are open to non-residents; enclosed leaflet explains facilities available as well as some of benefits enjoyed by members.
- in other say that becoming a member of local club is easy, get in touch with hotel of choice who will be more than happy to help her.

- (a) Load the file **CGHhead** and prepare the letter using the information above.

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

(9)



The Cheltenham Hotel is going to hold an Open Day to invite prospective members to experience the facilities of the Health and Fitness Club. John Curtis has asked you to prepare a full page A4 advertisement using the following information:

- indicate a space for a suitable graphic
- Caygill Group Hotels Ltd Cheltenham
- come and experience our Gym/Pool/Spa/Sauna and Steam Rooms
- Open Day
- hotel address/telephone number/email address
- ring us and book yourself in
- 20 May 2008 8 am – 8 pm
- Health and Fitness Club.

(b) Using appropriate software and the details above, create an advertisement that could be used by CGH Ltd.

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

(6)

Q3

(Total 15 marks)

TOTAL FOR PAPER: 45 MARKS

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