



General Certificate of Secondary Education 2010

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 28 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 thirteen** 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 **12** and **13**.

For Examiner's use only		
Question Number	Marks	
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Total Marks		

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Pre-Release Case Study

Mr Brad Jones from America will be visiting Fermanagh on business. He has made a reservation for 3 nights with the Imperial Hotel where he is a regular guest and has requested room number 716.

Mr Jones will have been travelling for a week and he needs to use the laundry services in the hotel. He has a meeting on Wednesday 24th August 2011 and requires the following items to be laundered and delivered by Tuesday 23rd August 2011:

- 2 pairs of trousers
- 2 shirts
- 2 handkerchiefs

Mr Jones orders breakfast to be delivered to his room for 7.50 am on Wednesday 24th August, as it gives him more time to get prepared for his meeting. He prefers decaffinated coffee, orange juice, porridge and a poached egg with his full Irish breakfast.

For his own safety Mr Jones does not carry large sums of cash when travelling abroad.

The Imperial Hotel is keen to improve their Energy Efficiency Rating and are implementing new environmentally-friendly products and procedures, within the accommodation department.

Examiner Only Marks Remark

1 (a) Complete the laundry request form using the information provided in the **pre-release case study**.

Laundry/Dry cleaning service is available Monday to Saturday Iame:			IMPERIAL	HOTEL			
ate:	Laur	ndry/Dry cleanin	ig service is a	available Mon	day to Saturday		
ate:	me:			Room	No:		
Quantity Item Price/Item Total Price Shirt £5.00							
Shirt £5.00 Trousers £7.00 Sweater £8.00 Blouse £5.00 Pyjamas £5.00 Underwear £3.00 Socks £2.00 Polo Shirt £4.00 Tee Shirt £3.00 Handkerchief £1.00 Total Total lease list any special instructions here: [12] (b) Laundry forms are duplicated. This means there are two copies. Explain one benefit of a duplicated laundry form for the guest.	ie:						
Shirt £5.00 Trousers £7.00 Sweater £8.00 Blouse £5.00 Pyjamas £5.00 Underwear £3.00 Socks £2.00 Polo Shirt £4.00 Tee Shirt £3.00 Handkerchief £1.00 Total Total lease list any special instructions here: [12] (b) Laundry forms are duplicated. This means there are two copies. Explain one benefit of a duplicated laundry form for the guest. [12]					_		
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Blouse £5.00 Pyjamas £5.00 Underwear £3.00 Socks £2.00 Polo Shirt £4.00 Tee Shirt £3.00 Handkerchief £1.00 Total		Trousers	£7.00		_		
Pyjamas £5.00 Underwear £3.00 Socks £2.00 Polo Shirt £4.00 Tee Shirt £3.00 Handkerchief £1.00 Total		Sweater	£8.00		-		
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4 Complete the room service order form, using the information from the **pre-release case study**.

IMPERIAL HOTEL	
FOR BREAKFAST IN YOUR ROOM PLEASE HANG THIS FORM ON OUTSIDE OF DOOR BEFORE 3 a.m.	
Name: Room No:	
Breakfast menu	
Please tick your preferred time of service 7.00–7.15 7.15–7.30 7.30–7.45 7.45–8.00 8.00–8.15 8.15–8.30 8.30–8.45 8.45–9.00 9.00–9.15 9.15–9.30 9.30–9.45 9.45–10.00	
Please indicate no of servings per choice	
TEA/COFFEEFRUITRegular CoffeeGrapefruit SegmentsDecaffinated CoffeeMelonTeaAssorted Fresh FruitHerbal Tea	
CEREALS JUICE Cornflakes Orange Alpen Grapefruit All-Bran Tomato Special K Apple Fruit n Fibre YOGHURT Rice Krispies Fruit Yoghurt Porridge Plain Yoghurt	
FULL IRISH BREAKFAST Traditional cooked breakfast with black and white pudding, tomatoes, mushrooms, sausages and bacon 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 croissants.	
Signed: <u>B. Jones</u> Date: <u>23/08/11</u>	
£5.00 Supplement per person	
[8]	

Examiner Only Marks Remark

On arrival at the Imperial Hotel, Mr Jones completes a guest registration 5 Examiner Only Marks Remark card. Write down four pieces of information that he may be asked to record. 1. _____[1] 2._____[1] 3. _____[1] 4._____[1] 6 Mr Jones telephones reception to request a wake up call. Write down three procedures the reception staff will need to do to meet this request. 1. _____ _____[1] 2._____ _____ [1] 3. _____ _____[1]

stay at the Imperial Hotel.		Marks R
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Explain two non-cash methods of payment available to Mr Jones when checking out.		
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	[2]	

9	Explain one cleaning product the housekeeping staff could use to clean the
	reception area.

Examiner Only

reception area.	Marks	Remark
[2]		
It is the responsibilty of the housekeeping staff to maintain the hotel's public areas. Explain three ways housekeeping staff maintain high standards in the reception area.		
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11 The Imperial Hotel keeps records of quests' visits. Explain **three** benefits of

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Discuss how the accommodation department of the Imperial Hotel can contribute positively to the environment.		Examiner /larks F
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