

New Specification



StudentBounty.com

Centre Number
71

Candidate Number

General Certificate of Secondary Education
2010

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 28 MAY, AFTERNOON



GHP21

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
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
Total Marks	

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 decaffeinated 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.

2 Explain any **two** stages of the customer cycle that Mr Jones may use during his stay at the Imperial Hotel.

1. _____

_____ [2]

2. _____

_____ [2]

3 Complete the table below, to identify the different types of rooms available at the Imperial Hotel. An example has been completed for you.

Room Type Code	Room Type
S	Single
T	
D	
F	
STE	

[4]

Examiner Only	
Marks	Remark

4 Complete the room service order form, using the information from the pre-release case study.

Examiner Only	
Marks	Remark

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	<input type="checkbox"/>	7.15–7.30	<input type="checkbox"/>	7.30–7.45	<input type="checkbox"/>
7.45–8.00	<input type="checkbox"/>	8.00–8.15	<input type="checkbox"/>	8.15–8.30	<input type="checkbox"/>
8.30–8.45	<input type="checkbox"/>	8.45–9.00	<input type="checkbox"/>	9.00–9.15	<input type="checkbox"/>
9.15–9.30	<input type="checkbox"/>	9.30–9.45	<input type="checkbox"/>	9.45–10.00	<input type="checkbox"/>

Please indicate no of servings per choice

TEA/COFFEE		FRUIT	
Regular Coffee	<input type="checkbox"/>	Grapefruit Segments	<input type="checkbox"/>
Decaffeinated Coffee	<input type="checkbox"/>	Melon	<input type="checkbox"/>
Tea	<input type="checkbox"/>	Assorted Fresh Fruit	<input type="checkbox"/>
Herbal Tea	<input type="checkbox"/>		
CEREALS		JUICE	
Cornflakes	<input type="checkbox"/>	Orange	<input type="checkbox"/>
Alpen	<input type="checkbox"/>	Grapefruit	<input type="checkbox"/>
All-Bran	<input type="checkbox"/>	Tomato	<input type="checkbox"/>
Special K	<input type="checkbox"/>	Apple	<input type="checkbox"/>
Fruit n Fibre	<input type="checkbox"/>		
Weetabix	<input type="checkbox"/>	YOGHURT	
Rice Krispies	<input type="checkbox"/>	Fruit Yoghurt	<input type="checkbox"/>
Porridge	<input type="checkbox"/>	Plain Yoghurt	<input type="checkbox"/>

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: B. Jones Date: 23/08/11

£5.00 Supplement per person

[8]

5 On arrival at the Imperial Hotel, Mr Jones completes a guest registration 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]

Examiner Only	
Marks	Remark

7 Write down **four** items that will appear on Mr Jones' bill during his stay at the Imperial Hotel.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

8 Explain **two non-cash** methods of payment available to Mr Jones when checking out.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only

Marks Remark

[Turn over

11 The Imperial Hotel keeps records of guests' visits. Explain **three** benefits of this practice to the customer.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

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