Rewarding Learning

**General Certificate of Secondary Education
2010**

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

GHP21

FRIDAY 28 MAY, AFTERNOON

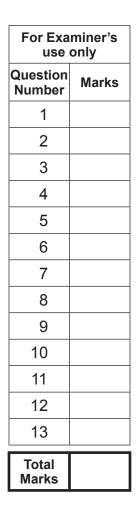**TIME**

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**.

5946

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.

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

IMPERIAL HOTEL

Laundry/Dry cleaning service is available Monday to Saturday

Name: _____ Room No: _____

Date: _____

Quantity	Item	Price/Item	Total Price
	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	

Please list any special instructions here:

_____

_____

Signature: _____

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[12]

(b) Laundry forms are duplicated. This means there are two copies. Explain **one** benefit of a duplicated laundry form for the guest.

_____

_____

_____

_____ [2]

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]

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/COFFEE
Regular Coffee ☐
Decaffinated Coffee ☐
Tea ☐
Herbal Tea ☐

FRUIT
Grapefruit Segments ☐
Melon ☐
Assorted Fresh Fruit ☐

CEREALS
Cornflakes ☐
Alpen ☐
All-Bran ☐
Special K ☐
Fruit n Fibre ☐
Weetabix ☐
Rice Krispies ☐
Porridge ☐

JUICE
Orange ☐
Grapefruit ☐
Tomato ☐
Apple ☐

YOGHURT
Fruit Yoghurt ☐
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: ___*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]

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]

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

_____

_____

_____

_____ [2]

10 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.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

3. _____

_____

_____

_____ [2]

8

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

1. _____

_____

_____

_____ [2]

2. _____

_____

_____ [2]

3. _____

_____

_____

_____ [2]

12 Discuss how the accommodation department of the Imperial Hotel can contribute positively to the environment.

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_____ [9]

11

13 Evaluate the practice of providing guests with room service within a hotel.

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_____ [12]

13

THIS IS THE END OF THE QUESTION PAPER

5946