

New
Specification



Centre Number

71	
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Candidate Number

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General Certificate of Secondary Education
2012

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 25 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 twelve** 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 **11** and **12**.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
Total Marks	

Pre-Release Material

A Spanish group, La Playa Golf Club has made a group reservation for 30 people in the Beeches Hotel and Country Club.

The booking for the golfing package is for three nights. Those attending the golf trip will share double rooms, and will pay La Playa Golf Club, prior to the trip. The Beeches Hotel and Country Club offer courtesy transport to and from the airport for their guests.

The group organiser Alfredo Caliva, has been in contact with the hotel and forwarded on guests' details to assist the check-in procedure. The hotel will pre-print the guests' registration cards. Each guest will be issued with a key card upon arrival.

Alfredo Caliva has requested a late check out for the guests as their flight is not until 7pm. The Beeches Hotel and Country Club will charge the guests an additional fee for this service.

The hotel offers foreign exchange facilities. This should assist golfers to pay for any additional services they might use in the hotel.

Alfredo Caliva has used the hotel for a number of golf trips and the manager has decided to upgrade his room to VIP status.

When dealing with a large group communication between all departments in the hotel and country club is vital for a successful trip.

Often guests leave items of personal property behind when they check out.

The Beeches Hotel and Country Club will be paid by Bank Transfer.

The La Playa Golf Club banks at:
Banco de Espana
Costa Blanca
Sort Code: 98-76-90
Account Number: 17694440

The address of La Playa Golf Club is:
Calle Fluorita 69
Salobreña
E-03189
España

Email address: alfredocaliva@laplaya.com
Telephone: 003462 7274596
Fax: 003463 40007000

1 Complete the group reservation form using the information from the pre-release material.

Examiner Only	
Marks	Remark

The Beeches Hotel and Country Club
**** Star



Group Reservation Form

1. Group Details

Name: _____ [1]

Address: _____

City: _____ Country: _____ Post Code: _____ [1]

Contact person's name: _____ [1] Title: Mr/Mrs/Miss/Ms [1]

Tel: _____ [1] Fax: _____ [1]

Email: _____ [1]

2. Accommodation Options

Spa Package £190 Dinner, Bed and Breakfast £150 Golf Package £200 [1]

Late check out *Note: £20 supplement per person for a late check out* [1]

Number of rooms requested

Sgl Dbl [1]

Date of arrival: **31/06/2012**

Date of departure: **03/07/2012**

Number of nights: **3 nights**

Total Number of People: _____ [1]

3. Airport Transportation Requirements

Airport Shuttle Options

Small car 2 pax Large car 4 pax Minibus 10 pax Midibus 18 pax Bus 35 pax [1]

4. Payment Details

By Bank Transfer

Bank account name: _____ [1] Bank name: _____ [1]

Account Number: _____ [1] Sort Code: __/__/__ [1]

[16]

Examiner Only	
Marks	Remark

2 Explain **two** benefits of providing a courtesy shuttle bus to and from the airport for groups staying in the Beeches Hotel and Country Club.

1. _____

 _____ [2]

2. _____

 _____ [2]

3 The Head Housekeeper has requested that all public areas of the hotel and country club are kept clean at all times.

Write down **four** ways the housekeeping staff can fulfil this request.

1. _____ [1]
 2. _____ [1]
 3. _____ [1]
 4. _____ [1]

4 Explain the term “group booking”.

 _____ [2]

5 Hotel legislation states that all guests must complete a registration card.

When a hotel takes a group booking, it may pre-print the registration cards with the guest information received during the booking.

Explain **two** advantages of this practice for the hotel.

1. _____

_____ [2]

2. _____

_____ [2]

6 Explain **three** advantages to a guest who is upgraded to VIP status.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

7 Explain **three** ways the reception staff could meet the needs of non-English speaking guests.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

8 The group is staying at the hotel on a golfing package.

Explain **two** reasons why it is important that the front office informs other departments in the hotel of this package and the numbers who will be attending.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

9 Alfredo Caliva has organised a late check out for the group as their return flight is not until 7pm.

(a) Write down the department which needs to be made aware that a late check out has been arranged.

_____ [1]

(b) Explain one reason why hotels charge extra for this service.

_____ [2]

(c) Write down **five** costs which may appear on the guest's bill when they check out of the hotel.

1. _____ [1]
2. _____ [1]
3. _____ [1]
4. _____ [1]
5. _____ [1]

Examiner Only	
Marks	Remark

10 A golfer has left a pair of golfing shoes behind in his room.

Explain **four** steps the room attendant should take on finding them.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

4. _____

_____ [2]

Examiner Only	
Marks	Remark

Examiner Only	
Marks	Remark

[9]

THIS IS THE END OF THE QUESTION PAPER

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