



Centre Number

71

Candidate Number

General Certificate of Secondary Education  
2014

## Hospitality

Unit 2: Reception and Accommodation

[GHP21]

ML

WEDNESDAY 11 JUNE, MORNING

### TIME

1 hour 30 minutes, plus your additional time allowance.

### 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 group of 10, Year 12 Hospitality students are going to visit the European Food Exhibition Show. The exhibition is being held in London. Their Hospitality teacher, Mrs Magee has secured school funding to finance this trip.

Mrs Magee telephoned the Royal Oxford Hotel and made a reservation for six twin rooms and full board package. She also requested that pack lunches be provided for her party and informed the hotel that one pupil has a peanut allergy. The school group will arrive on Monday 16th June 2014 and depart on Thursday 19th June 2014. Mrs Magee received a confirmation email that was automatically computer generated when the reservation was made.

On arrival at the hotel, Mrs Magee and her party noticed that the toilets in the reception were being repaired by the maintenance manager. When Mrs Magee went to check-in, the receptionist requested that she complete a group registration card. When the group checked into their rooms the guest folder had information about the hotel's Environmental Management Policy.

### Trip organiser details:

Name: Mrs Teresa Magee  
Email address: TMagee147@clarendonhigh.co.uk  
Contact numbers: (W) 028 9061 3011  
(M) 07642164996

### School account details:

Bank: City Bank  
Account name: Clarendon High School  
Account address: 68 Clarendon Road  
Belfast  
County Antrim  
BT1 1QP

Account number: 079821321  
Sort code: 62 / 01 / 28

1 Fill in the group reservation form.

Examiner Only	
Marks	Remark

**ROYAL OXFORD HOTEL, LONDON**

Booking name: \_\_\_\_\_ [1]

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ County: \_\_\_\_\_

Postcode/Zip code: \_\_\_\_\_ [1]

Contact person's name: \_\_\_\_\_ [1]

Title: Mr/Mrs/Ms/Other \_\_\_\_\_ [1]

Telephone: \_\_\_\_\_ [1]

Mobile number: \_\_\_\_\_ [1]

Email: \_\_\_\_\_ [1]

Arrival Date: \_\_\_\_\_ [1] Departure date: \_\_\_\_\_ [1]

Type/Number of room(s):                      Package:

Single	
Twin	
Double	
Family	

[1]

B&B	
Half board	
Full board	
Room only	

[1]

Special requests: \_\_\_\_\_ [1]

\_\_\_\_\_ [1]

Payment details:

Name of bank: \_\_\_\_\_ [1]

Name of account: \_\_\_\_\_ [1]

Account number: \_\_\_\_\_ [1]

Sort code: \_\_\_ \_\_\_ / \_\_\_ \_\_\_ / \_\_\_ \_\_\_ [1]





6 The Hospitality teacher, Mrs Magee informed the front office department that one pupil has a severe peanut allergy.

(a) Write down **one** department the front office would need to inform.

\_\_\_\_\_ [1]

When Mrs Magee made the reservation she requested pack lunches to be made up for each day.

(b) Explain **two** reasons why it is important that the front office and food and beverage department have close links to meet this request.

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark







(b) Explain **three** ways a room attendant can service a guest's bathroom.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

(c) Explain **two** duties a housekeeping manager will perform.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark









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**THIS IS THE END OF THE QUESTION PAPER**

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