



Centre Number

71	
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Candidate Number

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General Certificate of Secondary Education  
2014

## Hospitality

Unit 2: Reception and Accommodation

[GHP21]

WEDNESDAY 11 JUNE, MORNING



### 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	

<b>Total Marks</b>	
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## 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







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Write down **three** pieces of information that may be recorded on the group's registration card.

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

**5** The running of a hotel is represented by the customer cycle.

Describe the procedures that will occur at the following stages:

**(a)** Check-in.

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[2]

**(b)** Check-out.

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[2]

Examiner Only	
Marks	Remark

6 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 making the reservation, Mrs Magee 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



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Explain **two** ways the Royal Oxford Hotel may meet the needs of the students during their stay.

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

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

8 Explain the role of a maintenance manager.

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

Examiner Only	
Marks	Remark

9 The Royal Oxford Hotel is trying to be more environmentally friendly.

Explain **three** ways the accommodation department can save on hotel energy usage.

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

10 Hotel bedrooms are always presented to a uniform standard.

(a) Explain why this is important.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [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

The quality of your written communication will be assessed in this question.



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The Royal Oxford Hotel receives many customer enquiries.

Describe the procedure reception staff should use to communicate effectively by telephone.

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Examiner Only	
Marks	Remark

A series of horizontal lines for writing, consisting of 28 evenly spaced lines.

Examiner Only	
Marks	Remark

[9]





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

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