



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.

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: _____	Departure date: _____																
Type/Number of room(s):	Package:																
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px 5px;">Single</td><td style="width: 50px;"></td></tr> <tr><td style="padding: 2px 5px;">Twin</td><td></td></tr> <tr><td style="padding: 2px 5px;">Double</td><td></td></tr> <tr><td style="padding: 2px 5px;">Family</td><td></td></tr> </table>	Single		Twin		Double		Family		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px 5px;">B&B</td><td style="width: 50px;"></td></tr> <tr><td style="padding: 2px 5px;">Half board</td><td></td></tr> <tr><td style="padding: 2px 5px;">Full board</td><td></td></tr> <tr><td style="padding: 2px 5px;">Room only</td><td></td></tr> </table>	B&B		Half board		Full board		Room only	
Single																	
Twin																	
Double																	
Family																	
B&B																	
Half board																	
Full board																	
Room only																	
[1]	[1]																
Special requests: _____	[1]																
_____	[1]																
Payment details:																	
Name of bank: _____	[1]																
Name of account: _____	[1]																
Account number: _____	[1]																
Sort code: ____ / ____ / ____	[1]																

Examiner Only

Marks Remark

Examiner Only	
Marks	Remark

-
-
-
-
- [2]

 [1]

(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	Remarks

Examiner Only	
Marks	Remark

1. _____
- _____
- _____
- _____ [2]

2. _____
- _____
- _____
- _____ [2]

-
-
-
-
- [2]

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



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

[illegible]

Examiner Only	
Marks	Remark

[illegible]

[9]

[illegible]

Examiner Only	
Marks	Remark

[illegible]

THIS IS THE END OF THE QUESTION PAPER

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