



General Certificate of Secondary Education
2015

Centre Number

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Candidate Number

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Hospitality

Unit 2: Reception and Accommodation

ML

[GHP21]
FRIDAY 12 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

Madam Amélie Marquis is travelling from France to Belfast on business. She has made a reservation with the Hotel International for an executive room for two nights, arriving on Wednesday 17th June, 2015. Madam Marquis is a repeat guest and her employer will settle the bill using a credit ledger account.

When making the booking Madam Marquis enquired about the availability of the hotel's business service centre to prepare for her meetings. She has also requested a late check-out. At check-in Madam Marquis provided the following personal details:

Personal Details:

Address: 109 Rue Saint Lazore, 75008, Paris

Passport Number: 32566518

Country of Residence: France

Whilst Madam Marquis was in a meeting the hotel receptionist received a telephone call from her secretary.

1 (a) Complete the registration card below.

HOTEL INTERNATIONAL	
Registration Card	
Surname: _____ [1] Forenames: _____ [1]	
Address: _____ _____ _____ [1]	<p style="text-align: center;">FOR FOREIGN VISITORS</p> Passport Number: <u>32566518</u> Where Issued: <u>Paris</u> Country of Residence: <u>France</u> Next destination: <u>Paris</u>
Nationality: <u>French</u>	
Date of Arrival: _____ [1] Date of Departure: _____ [1]	
Car Registration: <u>N/A</u>	
Have you stayed before: YES <input type="checkbox"/> NO <input type="checkbox"/> [1]	
Please indicate how you intend to settle your account:	
CASH <input type="checkbox"/> CREDIT LEDGER ACCOUNT <input type="checkbox"/> VOUCHER <input type="checkbox"/>	
CREDIT CARD <input type="checkbox"/> , TYPE: _____ [1]	
SPECIAL REQUIREMENTS: _____ _____ [1]	
Signature: <u>Amélie Marquis</u>	

Examiner Only	
Marks	Remark

(b) Explain why the Hotel International requires Madam Marquis to complete a registration card.

[2]

2 (a) Write down **two** ways front office can speed up the check-in process.

1. _____ [1]

2. _____ [1]

(b) Write down **two** tasks that take place at reception when a guest is checking out.

1. _____ [1]

2. _____ [1]

Examiner Only	
Marks	Remark

4 Explain **four** procedures a receptionist would follow when answering a telephone call.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

4. _____

_____ [2]

Examiner Only	
Marks	Remark

5 Explain **one** reason why front office must work closely with the following departments. Use a different reason for each answer.

Kitchen

[2]

Food and Beverage Service

[2]

Accommodation

[2]

Examiner Only	
Marks	Remark

6 Every night the manager looks carefully at the following days arrivals list report. Write down **two** benefits of doing this.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

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