



General Certificate of Secondary Education
2015

Centre Number

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Candidate Number

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Hospitality

Unit 2: Reception and Accommodation

MV18

[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 at the end of each question indicate the marks awarded to each question or part question.

Quality of written communication will be assessed in questions **11** and **12**.

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 mark] Forenames: _____ [1 mark]

Address: _____

_____ [1 mark]

Nationality: French

FOR FOREIGN VISITORS

Passport Number: 32566518

Where Issued: Paris

Country of Residence: France

Next destination: Paris

Date of Arrival: _____ [1 mark]

Date of Departure: _____ [1 mark]

Car Registration: N/A

Have you stayed before: YES NO [1 mark]

Please indicate how you intend to settle your account:

CASH CREDIT LEDGER ACCOUNT VOUCHER

CREDIT CARD , TYPE: _____ [1 mark]

SPECIAL REQUIREMENTS [1 mark]:

Signature: Amélie Marquis

(b) Explain why the Hotel International requires Madam Marquis to complete a registration card. [2 marks]

2 (a) Write down **two** ways front office can speed up the check-in process. [1 mark for each way]

1. _____

2. _____

(b) Write down **two** tasks that take place at reception when a guest is checking out. [1 mark for each task]

1. _____

2. _____

3 (a) Write down **two** products Madam Marquis may require when working in the Business Centre. [1 mark for each product]

- 1. _____
- 2. _____

(b) Explain **three** business services which may be provided by the hotel. [2 marks for each service]

- 1. _____

- 2. _____

- 3. _____

(c) Describe an executive room. [2 marks]

4 Explain **four** procedures a receptionist would follow when answering a telephone call. [2 marks for each procedure]

1. _____

2. _____

3. _____

4. _____

5 Explain **one** different reason why front office must work closely with the following departments. [2 marks for each reason]

Kitchen

Food and Beverage Service

Accommodation

6 Discuss **two** benefits to a manager of analysing the arrivals list report the night before. [2 marks for each benefit]

1. _____

2. _____

7 Madam Marquis has requested a newspaper to be delivered to her room each morning.

Explain **three** procedures the reception staff will carry out to meet this request. [2 marks for each procedure]

1. _____

2. _____

3. _____

8 Explain **two** disadvantages for the hotel offering a late check-out service. [2 marks for each disadvantage]

1. _____

2. _____

9 Explain **two** benefits of the housekeeper using a checklist sheet. [2 marks for each benefit]

1. _____

2. _____



10 Describe the job role of the following members of staff within the accommodation department. [2 marks for each member of staff]

Room attendant

Housekeeper

Linen Porter

SOURCES

Pg 12, Q10, Photo of hotel room attendant, © Jupiterimages/Thinkstock

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Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
Total Marks	

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