



General Certificate of Secondary Education
2011

Centre Number

71

Candidate Number

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 27 MAY, AFTERNOON

**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	
Total Marks	

Pre-Release Case Study

An Italian athletic club will be attending an amateur sports tournament, to be held in County Antrim. The team consists of 10 athletes and their manager, Mr Roberto Rossi. Mr Rossi has made reservations at the Antrim Castle Hotel for 11 single rooms including breakfast and evening meal. The total cost for each athlete is £550. Mr Rossi has paid this in full to the hotel using the team's VISA debit card.

The athletes will be arriving on Wednesday 17 August and departing on Sunday 21 August 2011.

Mr Rossi has requested that all evening meals for the team are served in the main dining room no later than 6.30pm.

The day before the team's arrival Mr Rossi telephoned the Antrim Castle Hotel to ensure all his requests had been noted by the reception team. Mr Rossi also requested the use of a private conference room each morning where he could brief the athletes.

On arrival at the hotel, one member of the team could not collect his key card as the housekeeping department were still servicing the bedroom. On the second morning when Mr Rossi and the athletes entered the conference room it was not set up as requested. Mr Rossi complained to the duty manager.

When Mr Rossi made this booking the following information was required by the receptionist:

- card number: 6184 9325 1646 4334
- expiry date: 06/2015
- address: 82 Via dei Liguri, Roma
- telephone number: 0039 06 484 6323
- email address: r.rossi@italiaathletico.com

- 1 Using the information provided complete the reservation form for Mr Roberto Rossi.

ANTRIM CASTLE HOTEL Reservation Form

Contact Name: _____ [1]

Address: _____ Tel: _____ [1]
 _____ [1]

Email: _____ [1]

Arrival Date: _____ [1] Departure Date: _____ [1]

Number of rooms: _____ [1]

Type of room:

S	
D	
T	
F	
STE	

 [1]

Special Requests:

_____ [1]

_____ [1]

_____ [1]

Payment Method: _____ [1]

Card Number: _____ [1]

Expiry Date: _____ [1]

[13]

Examiner Only

Marks	Remark

2 (a) Write down **four** duties a room attendant has to carry out on a daily basis.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

(b) Explain **two** ways the housekeeping department can encourage staff and guests to be environmentally friendly.

1. _____

_____ [2]

2. _____

_____ [2]

3 Write down **three** pieces of information that could be recorded on a room status report.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4 Write down **three** services the concierge may provide for the team during their stay.

1. _____ [1]

2. _____ [1]

3. _____ [1]

Examiner Only	
Marks	Remark

5 Write down **two** advantages of a wake-up call service for guests.

1. _____ [1]

2. _____ [1]

6 Mr Rossi telephoned the hotel before the team's arrival.

Explain why the tone and pitch of the receptionist's voice is important when speaking to Mr Rossi on the telephone.

1. _____ [2]

2. _____ [2]

7 Write down **five** steps a receptionist should follow when answering a telephone call.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

5. _____ [1]

Examiner Only	
Marks	Remark

8 The reception and accommodation departments within the Antrim Castle Hotel work closely together.

(a) Explain **three** reasons why it is important they have close links.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

9 Mr Rossi made a complaint to the duty manager about the conference room not being set up as requested.

Explain **two** reasons why it is important that the duty manager remains calm and polite when dealing with Mr Rossi's complaint.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

10 Explain **three** benefits to Mr Rossi of using the team's visa debit card during their visit.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

Examiner Only	
Marks	Remark

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