



General Certificate of Secondary Education
2013

Centre Number

71

Candidate Number

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 17 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 Material

Mr and Mrs Maxwell are a retired couple who have made a reservation for a double room at The Crown Hotel for the weekend as they are attending their grandson's wedding. Mr Maxwell asked for a bedroom on the ground floor when he made the booking.

Mr Maxwell later telephoned the hotel to make a dinner reservation for the day of their arrival.

Mr and Mrs Maxwell's room was not ready when they arrived and was still being serviced as there was an administration error on the report sheet. While they were waiting Mr and Mrs Maxwell spoke to the concierge about local tourist attractions.

Once in their bedroom, Mrs Maxwell completed a room service breakfast order for the next day at 8.15 am. She asked for:

- 1 regular coffee
- 1 tea
- 2 orange juices
- 2 Special K
- 2 full Irish breakfasts
- 1 poached egg
- 1 scrambled egg.

After they had checked out of the hotel, Mrs Maxwell realised that she had left her vanity case behind in the room.



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Examiner Only	
Marks	Remark

1 (a) Write down **two** points of information a receptionist will need to record when making Mr Maxwell's dinner reservation.

1. _____ [1]

2. _____ [1]

(b) Explain **two** ways the front office department and the food and beverage department work together to ensure guests' needs are met.

1. _____

 _____ [2]

2. _____

 _____ [2]

- 2 (a) Complete the room service order form, using the information from the pre-release case study.

Examiner Only	
Marks	Remark

THE CROWN HOTEL

FOR BREAKFAST IN YOUR ROOM PLEASE HANG THIS FORM ON
OUTSIDE OF DOOR BEFORE 3 am.

Name: Mr and Mrs Maxwell Room No.: 125

BREAKFAST MENU

Please tick your preferred time of service

6.00 – 6.30 <input type="checkbox"/>	6.30 – 7.00 <input type="checkbox"/>	7.00 – 7.30 <input type="checkbox"/>
7.30 – 8.00 <input type="checkbox"/>	8.00 – 8.30 <input type="checkbox"/>	8.30 – 9.00 <input type="checkbox"/>
9.00 – 9.30 <input type="checkbox"/>	9.30 – 10.00 <input type="checkbox"/>	

Please indicate number of servings per choice

TEA/COFFEE	JUICE
Regular coffee <input type="checkbox"/>	Orange <input type="checkbox"/>
Decaffeinated coffee <input type="checkbox"/>	Tomato <input type="checkbox"/>
Tea <input type="checkbox"/>	Apple <input type="checkbox"/>
Decaffeinated tea <input type="checkbox"/>	Grapefruit <input type="checkbox"/>

CEREALS	FRUIT
Cornflakes <input type="checkbox"/>	Assorted fruit <input type="checkbox"/>
Alpen <input type="checkbox"/>	Grapefruit segments <input type="checkbox"/>
Special K <input type="checkbox"/>	Melon <input type="checkbox"/>
Rice Krispies <input type="checkbox"/>	
Porridge <input type="checkbox"/>	

FULL IRISH BREAKFAST
Traditional cooked breakfast with sausages, bacon, black and white pudding, tomatoes, mushrooms and a choice of cooked egg.

Scrambled Egg Poached Egg Fried Egg

CONTINENTAL BREAKFAST
Selection of cooked meats and cheese accompanied by a selection of breads and pastries.

Signed: Mrs Maxwell Date: 15/7/13
£5.00 supplement per person

[8]

(b) Write down **two** departments that would be involved in handling this breakfast request.

1. _____ [1]

2. _____ [1]

3 When a reservation is being made, the receptionist will offer the customer different types of rooms.

Describe each type of room listed in the table.

ROOM TYPE	DESCRIPTION
Family	<hr/> <hr/> <hr/> <hr/>
Executive	<hr/> <hr/> <hr/> <hr/>
Suite	<hr/> <hr/> <hr/> <hr/>

[6]

Examiner Only	
Marks	Remark



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Examiner Only	
Marks	Remark

7 (a) Write down **three** duties a room attendant would carry out on a daily basis.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(b) Write down **three** special products a room attendant may include when they are preparing a bridal suite.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(c) When cleaning the bedroom after Mrs Maxwell checked out the room attendant found a vanity case.

Write down **four** steps the hotel should take when handling this item of lost property.

_____ [4]

10 Explain **two** reasons why it is important that the accommodation department receives an arrivals list report.

1. _____

_____ [2]

2. _____

_____ [2]

Examiner Only	
Marks	Remark

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