Rewarding Learning

**General Certificate of Secondary Education
2014**

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

WEDNESDAY 11 JUNE, MORNING

GHP21

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

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 Complete 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: _____ [1]   Departure date: _____ [1]

Type/Number of room(s):   Package:

Single	
Twin	
Double	
Family	

[1]

B&B	
Half board	
Full board	
Room only	

[1]

Special requests: _____ [1]

_____ [1]

Payment details:

Name of bank: _____ [1]

Name of account: _____ [1]

Account number: _____ [1]

Sort code: __ __ /__ __ /__ __ [1]

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2 (a) Write down **three** job roles for staff who work directly in the front office.

1. _____ [1]

2. _____ [1]

3. _____ [1]

Front office produces a variety of reports for different departments in a hotel.

(b) Explain the purpose of a forecast report.

_____

_____

_____

_____ [2]

3 Explain **two** functions of the accommodation department.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

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Write down **three** pieces of information that may be recorded on the group's registration card.

1. _____ [1]

2. _____ [1]

3. _____ [1]

5 The running of a hotel is represented by the customer cycle.

Describe the procedures that will occur at the following stages:

(a) Check-in.

_____

_____

_____

_____ [2]

(b) Check-out.

_____

_____

_____

_____ [2]

Examiner Only	
Marks	Remark

6 Mrs Magee informed the front office department that one pupil has a severe peanut allergy.

(a) Write down **one** department the front office would need to inform.

_____ [1]

When making the reservation, Mrs Magee requested pack lunches to be made up for each day.

(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	Remark

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Explain **two** ways the Royal Oxford Hotel may meet the needs of the students during their stay.

1. _____

   _____

   _____

   _____ [2]

2. _____

   _____

   _____

   _____ [2]

8 Explain the role of a maintenance manager.

   _____

   _____

   _____

   _____ [2]

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[Turn over

9 The Royal Oxford Hotel is trying to be more environmentally friendly.

Explain **three** ways the accommodation department can save on hotel energy usage.

1. _____

_____

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_____ [2]

2. _____

_____

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_____ [2]

3. _____

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_____ [2]

10 Hotel bedrooms are always presented to a uniform standard.

(a) Explain why this is important.

_____

_____

_____

_____ [2]

(b) Explain **three** ways a room attendant can service a guest's bathroom.

1. _____

_____

_____

_____ [2]

2. _____

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_____ [2]

3. _____

_____

_____

_____ [2]

(c) Explain **two** duties a housekeeping manager will perform.

1. _____

_____

_____

_____ [2]

2. _____

_____

_____

_____ [2]

Examiner Only	
Marks	Remark

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9

[Turn over

The quality of your written communication will be assessed in this question.

The Royal Oxford Hotel receives many customer enquiries.

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

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Examiner Only	
Marks	Remark

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_____ [9]

Examiner Only	
Marks	**Remark**

The quality of your written communication will be assessed in this question.

12 Evaluate the use of a computerised reservation system for the hotel.

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[9]

THIS IS THE END OF THE QUESTION PAPER

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