



Rewarding Learning

General Certificate of Secondary Education  
2016

Centre Number

--	--	--	--	--

Candidate Number

--	--	--	--

# Hospitality

Unit 2: Reception and Accommodation



\*GHP21\*

[GHP21]

THURSDAY 16 JUNE, MORNING

## 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	
<b>Total Marks</b>	

### Pre-Release Material

The Smith family is returning to the Regency Hotel on a five night Bed and Breakfast package. They have two children, Amy who is nine months old and Michael who is eight years old. They have asked if they may dine each evening at 6.00 pm in the restaurant with the use of a high chair for the baby. They also have asked for a cot to be placed in their room. Mrs Smith has informed the hotel that she is lactose intolerant.

During their stay Michael will celebrate his ninth birthday. Mr and Mrs Smith have invited Michael's cousins and relations to the hotel to enjoy a family birthday party. They have requested the use of a small function room for the meal and the private hire of the hotel swimming pool and leisure facilities for the children and adults to enjoy for part of the day.

The hotel has been asked to produce a birthday cake and provide balloons to decorate the table for the birthday party.

The hotel has appointed a new Head Housekeeper who will manage the cleaning of the leisure facilities alongside other public areas in the hotel.

The Regency has recently installed an automatic check-in system.

- 1 (a) Circle on the menu below, a starter, main course and dessert dish that would be suitable for Mrs Smith.

Regency Hotel Early Bird Menu	
<b>Starters</b>	[1]
Cream of Mushroom Soup	
Vegetable Broth	
Beetroot and Goat's Cheese Salad	
	
<b>Main Courses</b>	[1]
Fillet Steak in a Creamy Pepper Sauce	
Chicken and Broccoli Bake in a Cheesy Sauce	
Pork Stir Fry with Noodles	
	
<b>Dessert</b>	[1]
Apple Tart and Custard	
Strawberry Pavlova with Whipped Cream	
Fresh Fruit Salad	

- (b) Explain why it is important to Mrs Smith that the restaurant staff have knowledge of the dishes on the menu.

---



---



---



---

[2]

Examiner Only	
Marks	Remark



3 When the Smith family made their reservation it was important that Front Office informed other departments about the requests they have made.

Explain **one** different way each department below would meet the family's requests.

Kitchen:

---

---

---

---

[2]

Food and Beverage Service:

---

---

---

---

[2]

Accommodation:

---

---

---

---

[2]

Examiner Only	
Marks	Remark

4 The Front Office department produces reports.

Write down **two** pieces of information found on a room status report.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

5 The hotel keeps guest history records.

Explain **three** benefits of keeping these records.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

6 The hotel has provided a courtesy tray in the bedroom.

(a) Explain **two** reasons why this is a useful service for the Smith family.

1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [2]

2. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [2]

(b) When the family arrived in their room they discovered the television was not working.

Write down **three** steps that could be taken to get the television working.

1. \_\_\_\_\_ [1]  
 2. \_\_\_\_\_ [1]  
 3. \_\_\_\_\_ [1]

7 Write down **three** items a room attendant should have on the trolley when servicing bedrooms.

1. \_\_\_\_\_ [1]  
 2. \_\_\_\_\_ [1]  
 3. \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark

8 The owners of the Regency Hotel are building a new hotel in the next town. They want to make it more environmentally friendly.

Describe **four** ways they could reduce the water consumption in the new hotel.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

4. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

9 Mr Smith wishes to pay for his bill by credit card.

- (a) Explain **one** advantage and **one** disadvantage of using this as a method of payment.

Advantage

---



---



---



---

 [2]

Disadvantage

---



---



---



---

 [2]

- (b) Suggest another suitable non-cash method he could use to pay for his bill.

---

 [1]

- (c) On checking his final bill Mr Smith realises he has been overcharged and complains to the receptionist.

Write down **five** procedures the receptionist should follow to handle his complaint.

1. \_\_\_\_\_ [1]
2. \_\_\_\_\_ [1]
3. \_\_\_\_\_ [1]
4. \_\_\_\_\_ [1]
5. \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark

10 The new Head Housekeeper wants to improve the standard of cleanliness in the hotel.

Explain **three** ways a cleaner should service the changing rooms in the leisure facilities.

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark

**BLANK PAGE**  
**(Questions continue overleaf)**









Permission to reproduce all copyright material has been applied for.  
In some cases, efforts to contact copyright holders may have been unsuccessful and CCEA  
will be happy to rectify any omissions of acknowledgement in future if notified.