



Rewarding Learning

General Certificate of Secondary Education  
2018

Centre Number

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Candidate Number

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# Hospitality

Unit 2: Reception and Accommodation



\*GHP21\*

[GHP21]

MONDAY 18 JUNE, 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	
<b>Total Marks</b>	

### Pre-Release Material

Mr Campbell is the manager of The Lakeside Hotel. The hotel has been rated 4 star and has 50 bedrooms. A new extension has recently been added to enable the hotel to hold business meetings and conferences. It is anticipated in the annual forecast report that this new facility will increase occupancy by 30% in the winter months.

Mr Roberto Robino made a reservation for a group of international sports coaches for three nights on an introductory conference package. The conference package includes:

- unlimited use of business centre
- access to the leisure facilities
- reduced accommodation rate
- complimentary snacks and beverages.

Mr Roberto Robino also requested a formal dinner to be held in the conference room for the last night of their stay. After the meal there will be speeches and musical entertainment.

Following the group check-out, a room attendant found a pair of trainers in a bedroom.

- 1 (a) Write down **three** pieces of information the receptionist will give when she speaks to Mr Robino on the telephone.

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

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

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

- (b) Write down **four** pieces of information the manager will need from Mr Robino in order to book the conference room.

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

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

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

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

- 2 Write down **two** ways front office can speed up the check-in process for this group.

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

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

Examiner Only	
Marks	Remark

3 (a) Write down **two** pieces of information generated by a forecast report.

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

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

(b) Explain **two** reasons why the front office is a critical department in a hotel.

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

4 (a) Explain the term conference package.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

(b) Write down **three** products that may be placed on the tables in the conference room.

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

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

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

Examiner Only	
Marks	Remark

5 All guests staying in a hotel must complete a registration card.  
Explain **three** advantages of this practice for the hotel.

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

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

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

Examiner Only	
Marks	Remark

6 The group is staying at the hotel on a conference package.

Explain **four** reasons why it is important that the front office informs other departments in the hotel of this package.

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

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

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

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

Examiner Only	
Marks	Remark

7 Explain **four** duties a room attendant will carry out to ensure the bedrooms are ready for the guests.

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

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

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

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

Examiner Only	
Marks	Remark

8 Describe **three** ways the new conference centre facilities could be environmentally friendly.

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

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

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

Examiner Only	
Marks	Remark

9 Explain **four** ways the accommodation team will set up the conference room in preparation for the formal dinner.

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

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

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

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

Examiner Only	
Marks	Remark

10 After the group checked out, a pair of trainers was found in a bedroom by the room attendant.

Explain **three** steps that will be taken to deal with this item of lost property.

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

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

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

Examiner Only	
Marks	Remark

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**(Questions continue overleaf)**









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**THIS IS THE END OF THE QUESTION PAPER**

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