



Rewarding Learning

General Certificate of Secondary Education  
January 2019

Centre Number

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Candidate Number

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# Hospitality

Unit 2: Reception and Accommodation



\*GHP21\*

[GHP21]

MONDAY 28 JANUARY, 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

A group of twenty Year 12 students are going to a concert in London. Their teacher, Mrs Smith, has made the booking online using the School debit card. She has reserved 11 twin rooms including breakfast for two nights and has also made an early restaurant booking for their second night before the concert.

The group will arrive early on Monday 17th June 2019 and depart on Wednesday 19th June 2019. They have made an arrangement with the hotel to leave their luggage with the Concierge until their rooms are ready on their arrival. They have also requested a late check-out on the day of their departure.

When the group arrive, Mrs Smith is asked to complete a group registration card.

Email address: VSmith747@clarendonhigh.co.uk

Contact numbers: W 028 9061 3011

M 07783 714875

School account details:

Bank: City Bank

Account name: Clarendon High School

Account address: 68 Clarendon Road

Belfast

Co Antrim

BT1 1QP

Account number: 677890416

Sort Code: 62/01/28

1 Complete the group registration form.

Examiner Only	
Marks	Remark

## SCHOOL HOUSE 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/Amount of Room(s):**

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]

2 Write down **four** stages in the customer cycle.

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

3 Explain **two** benefits to a hotel of using a computerised system when taking a reservation.

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

4 Write down **three** pieces of information that should be recorded on the group's registration form.

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

Examiner Only	
Marks	Remark

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

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

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

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

Examiner Only	
Marks	Remark

6 Describe the job role of the following members of staff within the accommodation department.

Room Attendant

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Housekeeper

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Linen Porter

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Examiner Only	
Marks	Remark



9 Mrs Smith is upgraded to a VIP room.

Explain **three** advantages to a guest who is upgraded and classified as a VIP.

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

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

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

Examiner Only	
Marks	Remark



10 One of the students has left a set of headphones behind in the room.

Explain **four** steps the room attendant should take after finding them.

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

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

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

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

Examiner Only	
Marks	Remark

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

**11** The School House Hotel receives many telephone enquiries from customers.

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

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Examiner Only	
Marks	Remark

A series of 32 horizontal lines for writing.

Examiner Only	
Marks	Remark

[9]

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

**12** The School House Hotel uses key cards for entry to its bedrooms.

Evaluate the use of key cards in hotels.

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Examiner Only	
Marks	Remark



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

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# Hospitality Pre-Release Material

Unit 2: Reception and Accommodation



\*GHP21\*

**[GHP21]**

**AVAILABLE TO CANDIDATES – MONDAY 19 NOVEMBER**

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You should familiarise yourself with this pre-release material in advance of the examination.

You must **not** take this pre-release material into the examination with you.

A clean copy of this pre-release material will be provided in the question paper.

## Pre-Release Material

A group of twenty Year 12 students are going to a concert in London. Their teacher, Mrs Smith, has made the booking online using the School debit card. She has reserved 11 twin rooms including breakfast for two nights and has also made an early restaurant booking for their second night before the concert.

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