



General Certificate of Secondary Education

Centre Number

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Candidate Number

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Hospitality

Unit 2

Hospitality and the Customer



[GPT21]

GPT21

Assessment

TIME

1 hour.

Assessment Level of Control:

Tick the relevant box (✓)

| | |
|-----------------------|--|
| Controlled Conditions | |
| Other | |

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

You must answer the questions in the spaces provided.

Do not write outside the boxed area on each page or on blank pages.

Complete in blue or black ink only. **Do not write with a gel pen.**

Answer **all six** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 65.

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 Question **6**.



1 Read the following statements and tick [✓] the box beside the correct answer.

(a) Which of the following may cause a guest to complain?

- (i) Waiters talking in the corner, ignoring the customers.
- (ii) A receptionist checking if a room is available early.
- (iii) A barman remembering a guest's name from the night before.

[1]

(b) A customer using a wheelchair in a restaurant can feel comfortable by

- (i) putting them at a table where everyone will walk past.
- (ii) having a table already prepared with a chair removed for ease of access.
- (iii) two members of staff making a big fuss.

[1]

(c) A regular customer in a pizza restaurant expects

- (i) to be served first.
- (ii) their pizza will be the same standard every time.
- (iii) staff to know what their order is without having to ask.

[1]

(d) A customer in a restaurant will expect

- (i) to be able to choose their own table.
- (ii) to be able to order something that is not on the menu.
- (iii) the waiter to know the dishes on the menu.

[1]



(e) Staff need to be trained to handle a complaint

(i) to keep the customer quiet.

(ii) to make sure no one upsets the manager.

(iii) to ensure good customer service.

[1]

(f) When a receptionist does not know the answer to a question from a guest, they should

(i) ask another member of staff for help.

(ii) make up a reasonable answer to keep the guest happy rather than wait.

(iii) tell the guest to ask another member of staff.

[1]



- 2 (a) Write down the type of food service described. An example has been completed for you.

| Description | Type of food service |
|--|----------------------|
| Customers collect food from a small counter and take it away | Fast food |
| Food is served to customers by the staff using a spoon and fork | |
| Food is cooked at a side table in front of the customer | |
| Dishes are placed on the table with spoons for customers to help themselves | |
| Customers choose their food from a long counter and place it on a tray before paying at a till | |
| Customers queue to be served meat and will help themselves to vegetables and accompaniments | |
| Customers use machines to dispense food and drinks | |
| Customers sit on stools around a counter where food and drink is served directly to them | |
| Customer places order and food is delivered to the customer's home address | |

[8]



(b) Explain the term 'exceeding expectations'.

[2]

(c) Write down **four** examples of how corporate image is promoted when a guest arrives at a hotel.

1. _____ [1]
2. _____ [1]
3. _____ [1]
4. _____ [1]

3 (a) Write down **four** ways a hotel can monitor standards.

1. _____ [1]
2. _____ [1]
3. _____ [1]
4. _____ [1]

(b) Write down **three** advantages for a hotel when inviting guests to complete a comment card.

1. _____ [1]
2. _____ [1]
3. _____ [1]

[Turn over



4 (a) Identify and explain **three** advantages for a hotel serving afternoon tea.

1. Advantage _____ [1]

Explanation _____

_____ [1]

2. Advantage _____ [1]

Explanation _____

_____ [1]

3. Advantage _____ [1]

Explanation _____

_____ [1]

(b) Write down **three** promotional activities that would encourage more customers to dine in a restaurant between 6.00 pm and 7.00 pm.

1. _____ [1]

2. _____ [1]

3. _____ [1]



(c) Describe **two** ways a city centre bistro could meet the needs of a business customer at lunchtime who requires quick service.

1. _____

_____ [2]

2. _____

_____ [2]

(d) Families expect value for money in a hotel. Explain **two** ways a hotel could provide this.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



5 (a) Explain **three** different methods of communication that may be used when food is ordered from a fast food outlet.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



(b) Explain **three** ways non-verbal communication can affect the experience of a guest at a hotel reception.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

[Turn over



THIS IS THE END OF THE QUESTION PAPER

DO NOT WRITE ON THIS PAGE

| For Examiner's use only | |
|-------------------------|-------|
| Question Number | Marks |
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| Total Marks | |

Examiner Number

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