



General Certificate of Secondary Education
2022

Centre Number

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Candidate Number

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Hospitality

Unit 2
Hospitality and the Customer



[GPT21]

GPT21

THURSDAY 23 JUNE, AFTERNOON

TIME

1 hour.

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 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 (a) Write down **three** products a hotel may provide on a bedroom courtesy tray.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(b) Explain **two** services a hotel could provide for a guest with hearing difficulties.

1. _____

_____ [2]

2. _____

_____ [2]

(c) Explain **two** ways a hotel could meet a guest's religious beliefs.

1. _____

_____ [2]

2. _____

_____ [2]



2 (a) Write down **three** stages when resolving a minor complaint.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(b) Write down **three** ways a concierge can promote a positive image through appearance and hygiene.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(c) Value for money is a customer expectation.

Write down **three** other customer expectations.

1. _____ [1]

2. _____ [1]

3. _____ [1]

[Turn over



(d) Describe **two** ways feedback from a mystery customer can benefit a hotel.

1. _____

_____ [2]

2. _____

_____ [2]



3 (a) A restaurant is holding a buffet function for a party of 50 people.

Explain **one** advantage and **one** disadvantage to the restaurant of providing a buffet meal.

Advantage

[2]

Disadvantage

[2]

[Turn over



(b) Explain **three** ways food service staff can provide good quality customer care for a family with 2 children in a restaurant.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]





4 (a) Explain **three** ways a receptionist can demonstrate effective communication skills when talking to a customer on the telephone.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

(b) Explain **two** ways a rude employee can impact on a business.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



5 (a) Describe an 'Early bird menu'.

[2]

(b) Describe the term upselling.

[2]

(c) Describe **two** promotions a fast food outlet could use to attract new customers.

1.

[2]

2.

[2]



(d) Explain **two** reasons why TV advertising is used mainly by restaurant chains.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over





Lined writing area with horizontal lines.



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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