



General Certificate of Secondary Education
2025

Centre Number

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Candidate Number

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Hospitality

Unit 2

Hospitality and the Customer



[GPT21]

GPT21

MONDAY 9 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 Read the following statements and tick the box beside the correct answer.

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

A to keep the customer quiet.

B to make sure no one upsets the manager.

C so that all customers are treated the same.

[1]

(b) A customer who is a wheelchair user in a café can feel comfortable by

A being placed at a table where everyone can walk past.

B having a table already prepared with a chair removed.

C two members of staff making a big fuss.

[1]

(c) A regular customer in a chip shop will expect

A to be served first.

B their order will be the same standard every time.

C staff to know what their order is without having to ask.

[1]



(d) A customer in a hotel restaurant will expect

A to be able to choose their own table.

B to be able to order something that is not on the menu.

C the waiter to know the dishes on the menu.

[1]

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

A Waiters talking in the corner ignoring the customers.

B A receptionist checking if a room is available early.

C A barman remembering a guest's name from the night before.

[1]



2 (a) Write down the type of food service described.

One example has been completed for you.

Customers collect food from a small counter and take it away.	fast food
Food is served by the staff using a spoon and fork.	[1]
Food is cooked at the side of the table in front of the guest.	[1]
Dishes are placed on the table with spoons for guests to help themselves.	[1]
Customers choose their food from a long counter and place it on a tray before paying at a till.	[1]

(b) A comment card is one way a hotel can monitor standards.

Write down **two** other ways standards may be monitored.

1. _____ [1]

2. _____ [1]



(c) Explain **two** advantages to a hotel of inviting guests to complete an online survey.

1. _____

_____ [2]

2. _____

_____ [2]

(d) Explain the term exceeding customer expectations.

_____ [2]

[Turn over



(e) Explain **three** advantages of a coffee shop serving Sunday breakfast.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



3 (a) Write down **three** stages when dealing with a minor complaint.

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** actions a room attendant should take when asked by a guest to provide an additional pillow in the hotel bedroom.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



4 (a) Explain **three** ways a hotel could meet the needs of an overseas tourist.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



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

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

[Turn over



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

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



(b) Explain **two** ways the receptionist could promote and upsell services to benefit a hotel.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



THIS IS THE END OF THE QUESTION PAPER

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

Examiner Number

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