



General Certificate of Secondary Education
2023

Centre Number

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Candidate Number

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Hospitality

Unit 2



Hospitality and the Customer

[GPT21]

GPT21

TUESDAY 13 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**.



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16GPT2102



1 (a) Write down **five** ways a hotel bedroom will be adapted to meet the needs of a wheelchair user.

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

(b) Explain **three** ways a concierge could help to meet the needs of a tourist.

1. _____

_____ [2]
2. _____

_____ [2]
3. _____

_____ [2]

[Turn over



2 (a) Write down **four** complimentary services a guest could expect to make use of in a 4-star hotel.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

(b) Describe **two** actions a room attendant should take on finding an item of lost property in a hotel bedroom.

1. _____

_____ [2]

2. _____

_____ [2]



(c) Explain **two** advantages to a workplace providing a self-service canteen.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



3 Some hotels provide leisure facilities for guests to enjoy.

(a) Identify and explain **three** ways the manager could ensure high standards within the leisure facilities.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



(b) Explain **three** different ways a new chain of fast food outlets could present a corporate image.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

[Turn over



A restaurant has received a negative review on a social media site.

(c) Explain **two** ways the manager could respond to ensure a positive outcome for the restaurant.

1. _____

_____ [2]

2. _____

_____ [2]



4 A new General Manager has been appointed in a residential home.

(a) Explain how the following methods of communication could be used by the manager to introduce themselves.

Written

[2]

Verbal

[2]

ICT

[2]

[Turn over



Body language is used to convey information without speaking.

(b) Explain **three** ways a hotel receptionist could use positive body language when dealing with guests.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



5 (a) Write down **three** promotional activities a restaurant may use.

1. _____ [1]

2. _____ [1]

3. _____ [1]

(b) Describe an effective method of marketing for a cafe.

_____ [2]



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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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