



General Certificate of Secondary Education
2024

Centre Number

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Candidate Number

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Hospitality

Unit 2

Hospitality and the Customer



[GPT21]

GPT21

FRIDAY 7 JUNE, MORNING

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 **six** products a guest may find in a 4-star hotel bathroom.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

5. _____ [1]

6. _____ [1]

(b) Explain **three** ways the General Manager of a hotel could ensure the needs of a VIP (Very Important Person) guest are met.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



(c) Explain **two** reasons why it is important that a hospitality business keeps a complaints log.

1. _____

_____ [2]

2. _____

_____ [2]

[Turn over



2 (a) Write down **four** pieces of information a waiter may give to a customer when ordering a meal in a restaurant.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

(b) Explain **three** ways a hotel may use ICT to communicate effectively with staff and guests.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



(c) Describe the term customer comment cards.

[2]



3 (a) Write down **four** ways a restaurant could encourage guests to dine early.

1. _____ [1]

2. _____ [1]

3. _____ [1]

4. _____ [1]

(b) Describe **two** ways a local fast food outlet can advertise.

1. _____

_____ [2]

2. _____

_____ [2]



4 (a) Explain **three** ways good quality customer care may impact on a hospitality business.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]

(b) Describe counter service in a coffee shop.

_____ [2]

[Turn over



5 (a) An international sports team has arrived for a weekend conference in a hotel.

Explain **three** ways the hotel may meet the needs of the team during their stay.

1. _____

_____ [2]

2. _____

_____ [2]

3. _____

_____ [2]



(b) Explain how a restaurant can promote a positive image through the:

Appearance of staff

[2]

Attitude of staff to customers

[2]

Standard of facilities

[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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