



General Certificate of Secondary Education  
2012

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## Hospitality

### Assessment Unit 2

*assessing*

Reception and Accommodation

[GHP21]

FRIDAY 25 MAY, AFTERNOON

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# MARK SCHEME

## Pre-Release Material

A Spanish group, La Playa Golf Club has made a group reservation for 30 people in the Beeches Hotel and Country Club.

The booking for the golfing package is for three nights. Those attending the golf trip will share double rooms, and will pay La Playa Golf Club, prior to the trip. The Beeches Hotel and Country Club offer courtesy transport to and from the airport for their guests.

The group organiser Alfredo Caliva, has been in contact with the hotel and forwarded on guests' details to assist the check-in procedure. The hotel will pre-print the guests' registration cards. Each guest will be issued with a key card upon arrival.

Alfredo Caliva has requested a late check out for the guests as their flight is not until 7pm. The Beeches Hotel and Country Club will charge the guests an additional fee for this service.

The hotel offers foreign exchange facilities. This should assist golfers to pay for any additional services they might use in the hotel.

Alfredo Caliva has used the hotel for a number of golf trips and the manager has decided to upgrade his room to VIP status.

When dealing with a large group communication between all departments in the hotel and country club is vital for a successful trip.

Often guests leave items of personal property behind when they check out.

The Beeches Hotel and Country Club will be paid by Bank Transfer.

The La Playa Golf Club banks at:

Banco de Espana

Costa Blanca

Sort Code: 98-76-90

Account Number: 17694440

The address of La Playa Golf Club is:

Calle Fluorita 69

Salobreña

E-03189

España

Email address: [alfredocaliva@laplaya.com](mailto:alfredocaliva@laplaya.com)

Telephone: 003462 7274596

Fax: 003463 40007000

- 1 Using the information from the **pre-release material** complete the group reservation form for the La Playa Golf Group. (AO1, AO2)

The Beeches Hotel and Country Club  
\*\*\*\* Star



Group Reservation Form

1. Group Details  
Name: La Playa Golf Club [1]  
Address: Calle Fluorita 69  
City: Salobreña Country: Spain Post Code: E03189 [1]  
Contact person's name: Alfredo Caliva [1] Title: Mr/Mrs/Miss/Ms [1]  
Tel: 0034627274596 [1] Fax: 00346340007000 [1]  
Email: alfredocaliva@laplaya.com [1]

2. Accommodation Options  
Spa Package  £190    Dinner, Bed and Breakfast  £150    Golf Package  £200 [1]  
Late check out  *Note: £20 supplement per person for a late check out* [1]  
Number of rooms requested  
Sgl     Dbl  **15** [1]  
Date of arrival: **31/06/2012**    Date of departure: **03/07/2012**  
Number of nights: **3 nights**    Total Number of People: 30 [1]

3. Airport Transportation Requirements  
Airport Shuttle Options  
Small car    Large car    Minibus    Midibus    Bus  
2 pax    4 pax    10 pax    18 pax    35 pax  
                 [1]

4. Payment Details  
By Bank Transfer   
Bank account name: La Playa Golf Club [1]    Bank name: Banco de Espana [1]  
Account Number: 17694440 [1]    Sort Code: 98 / 76 / 90 [1]

[16]

16

- 2** Explain **two** benefits of providing a courtesy shuttle bus to and from the airport for groups staying in the Beeches Hotel and Country Club. (AO1, AO2, AO3)
- the organiser does not have to arrange transport, this makes their job easier
  - it can be used as a unique selling point, this may attract more customers to the Beeches Hotel and Country Club
  - the organiser can relax and does not have to worry about directions and the best route to the hotel
  - the hotel can check arrival times with the airport and be there to meet guests as they get off the plane – time is not wasted waiting on transport, and guests get more use out of the hotel’s other facilities and services
  - provides opportunity to inform guests about products and services within the hotel while en route – to save time upon arrival
  - provides opportunity for guests to ask questions about hotel and locality to plan activities during their stay
- Any other valid alternative.  
[1] for keyword/phrase(s), [1] for explanation  
(2 × [2])

[4]

4

- 3** The Head Housekeeper has requested that all public areas of the hotel and country club are kept clean at all times.

Write down **four** ways the housekeeping staff can fulfil this request. (AO1)

- have a checklist of items to be cleaned in the public areas
- complete hourly checks of the public areas
- vacuum carpets and mats at regular intervals during the day
- ensure that all rubbish is removed from public areas and bins
- mop spills and clean marks as soon as they happen
- ensure all surfaces are polished regularly
- hourly checks on the toilets to ensure they are clean and fully stocked

Any other valid alternative.

(4 × [1])

[4]

4

- 4** Explain the term “group booking”. (AO1)

A group booking is the number specified by a hotel who pay a special rate as they are staying because of a common interest, e.g. sport, conference.

Any other valid alternative.

[1] for keyword/phrase(s), [2] for explanation

(1 × [2])

[2]

2

5 Hotel legislation states that all guests must complete a registration card.

When a hotel takes a group booking, it may pre-print the registration cards with the guest information received during the booking.

Explain **two** advantages of this practice for the hotel. (AO1, AO2)

- it speeds up the check-in process – less staff are required to check in a large group
- they can be printed well in advance – easing pressure on the front office staff during periods of high demand
- it ensures that there are not a large volume of guests at the check-in desk for a long period of time, this means that other guests staying or checking into the hotel can be seen quickly
- articles recovered from bedroom after guests departure can be traced back to guest and returned
- ensures hotel complies with legal requirements
- assists reception staff to identify guests in the event of an evacuation
- allows reception staff to identify what type of guest is occupying each room

Any other valid alternative.

[1] for keyword/phrase(s), [2] for explanation

(2 × [2])

[4]

4

6 Explain **three** advantages to a guest who is upgraded to VIP status.

- staff will cater for his individual needs making him feel valued
- accommodation may provide fresh flowers on daily basis to enhance room environment for guest
- free courtesy transport which is more convenient for guest
- upgrade of courtesy tray to provide the guest with a greater range of items to choose from
- free use of health spa making the guest's stay more enjoyable
- upgrade bedroom to a suite – more spacious and luxurious for guest to relax in
- complimentary products provided, e.g. newspaper, creating a more tailored service for guest

Any other valid alternative.

[1] for keyword/phrase(s), [2] for explanation

(3 × [2])

[6]

6

- 7 Explain **three** ways the reception staff could meet the needs of non-English speaking guests. (AO1, AO2)
- staff trained in common foreign languages – this will ensure that they are able to meet, greet and solve guest problems
  - signs displayed in a variety of languages – to make guests feel welcome at the Beeches Hotel and Country Club
  - use of non-verbal communication – walking and pointing the guest in the correct direction
  - signs with common images – to assist the guests in locating areas such as the toilets and lifts
  - reception staff speaking clearly and slowly to ensure guest can understand
  - translator located at reception to assist with guest enquiries
  - announcements made by reception staff in foreign language to provide guest with information
- Any other valid alternative.  
[1] for keyword/phrase(s), [2] for explanation  
(3 × [2])

[6]

6

- 8 The group is staying at the hotel on a golfing package.

Explain **two** reasons why it is important that the front office informs other departments in the hotel of this package and the numbers who will be attended. (AO1, AO2)

- draw up staff rotas for breakfast and dinner service to cater for the demands of a large group
- additional staff may be required to service the bedrooms and ensure they are ready for the guests when they return from the golf course
- additional staff may be required to meet the extra demands placed on the laundry service as golfers may request items to be cleaned or dried
- golfers may make use of the health suite and spa – there must be sufficient trained staff available to cater for golfers needs, e.g. sports massage
- bar staff may be required in the evening to cater for pre and post dinner drinks
- entertainment may be organised in the hotel for the golfers in the evening to ensure they spend money in the hotel's outlets
- to allow head chef to plan and increase food order if necessary

Any other valid alternative.

[1] for keyword/phrase(s), [2] for explanation  
(2 × [2])

[4]

4

9 Alfredo Caliva has organised a late check out for the group as their return flight is not until 7pm. (AO1, AO2)

(a) Write down the department which needs to be made aware that a late check out has been arranged:

- housekeeping.

(1 × [1])

[1]

(b) Explain one reason why hotels charge extra for this service:

- staff may have to work a longer shift to cater to the needs of the extra guests in the hotel
- staff may have to begin their shift later to clean the bedrooms once the guests have checked out
- additional staff may be required in reception as there may be an overlap with guests checking in, in the afternoon and the group checking out
- less profit for the hotel as they may not be able to sell the bedroom for the day of the requested late check out

Any other valid alternative.

[1] for keyword/phrase(s), [2] for explanation

(1 × [2])

[2]

(c) Write down **five** costs which may appear on the guest's bill when they check out of the hotel. (AO1)

- snacks from the lounge
- beverages from the bar
- drinks and snacks from the minibar
- in-room entertainment
- newspaper
- use of the health suite/spa
- laundry services
- room service
- telephone calls
- equipment rental

Any other valid alternative.

(5 × [1])

[5]

8

10 A golfer left a pair of golfing shoes behind in his room. Explain **four** steps the room attendant should take on finding them. (AO1, AO2, AO3)

- the room attendant should inform reception or head housekeeper that a pair of shoes has been left behind, in case the guest has enquired about the lost item
- all details of lost items should be recorded in the lost property book to assist with identifying the owner of the item who left it behind
- the item should be stored in the designated area so it can be easily located
- the item should be kept for six months to allow guest time to reclaim item

Any other valid alternative.

[1] for keyword/phrase(s), [2] for explanation

(4 × [2])

[8]

8

**11** A number of guests have Euro Travellers Cheques and have asked at the reception to get them cashed.

Discuss the procedure when cashing a travellers cheque. (AO2, AO3)

- receptionist asks for passport or proof of identity
- check that the amount being exchanged is within house limits
- check currency exchange rates
- inform the guest of any commission charges
- make calculations, remembering to deduct commission charges
- inform guest of how much they will receive
- ensure guest is happy and willing to continue with the exchange
- make sure the guest signs the cheque in receptionists presence
- if receptionist does not witness the signature, ask the guest to sign the back of the cheque
- make a note of the guest's room number and passport number or proof of identity on the back of the cheque so that it can be traced back if required
- refer to warning list to ensure that the cheque has not been stolen
- provide the guest with a receipt
- count out the cash to the guest.

[0] is awarded for a response not worthy of credit

### **Mark Band 1 ([1]–[3])**

Overall impression: basic

- identifies and explains less than three of the given procedure or lists all of the procedure with very little explanation
- quality of written communication is basic.

### **Mark Band 2 ([4]–[6])**

Overall impression: adequate to competent

- identifies and explains adequately three or more of the procedures
- quality of written communication is satisfactory
- to achieve at the top of this band candidates must explain more than five of the procedures.

### **Mark Band 3 ([7]–[9])**

Overall impression: highly competent to excellent

- identifies and thoroughly explains at least five of the procedures. Full marks can only be awarded if the procedure has been fully explained
- quality of written communication is good
- to achieve in this band candidates must relate the procedure to the scenario.

[9]

9

**12** The Beeches Hotel and Country Club have just introduced key cards.

Evaluate the use of key cards in hotels. (AO2, AO3)

Positive

- lightweight and easy to carry
- the card can be re-coded a number of times
- they can be coded to only allow access to certain areas
- they can be used to advertise the hotel with the use of the hotel name and logo on the front of the card and its paper envelope/case
- if you lose your card you can quickly get a replacement
- cheap and easy to replace if a guest takes it home or loses it
- cards can be programmed for the number of guests staying in a room
- can be used as a means of identification within the hotel.

Negative

- key cards like most credit cards are magnetically charged. If you put your key card against mobile phones, magnets, electronics, other credit cards, or anything of the like, they can become deactivated
- expensive to install the equipment and to complete the change-over from manual keys
- personal information is retained on the card and may lead to fraud
- sometimes the cards are not encoded correctly and you can not gain entry to your room
- easy to misplace or lose
- if lost in the hotel, another guest could charge items to your room.

[0] is awarded for a response not worthy of credit

### Mark Band 1 ([1]–[3])

Overall impression: basic

- identifies and comments briefly on some relevant points
- makes some comments in conclusions
- quality of written communication is basic.

### Mark Band 2 ([4]–[6])

Overall impression: adequate to competent

- makes some positive and/or negative points
- draws some reasonable conclusions
- quality of written communication is satisfactory.

### Mark Band 3 ([7]–[9])

Overall impression: highly competent to excellent

- good range of well explained appropriate points, including both positive and negative
- draws valid conclusions
- quality of written communication is good.

[9]

9

**Total**

**80**