



**General Certificate of Secondary Education  
2013**

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## **Hospitality**

Unit 2: Reception and Accommodation

**[GHP21]**

**FRIDAY 17 MAY, AFTERNOON**

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**MARK  
SCHEME**

## General Marking Instructions

### Introduction

Mark schemes are intended to ensure that the GCSE examinations are marked consistently and fairly. The mark schemes provide markers with an indication of the nature and range of candidates' responses likely to be worthy of credit. They also set out the criteria that they should apply in allocating marks to the candidates' responses.

### Assessment objectives

Below are the assessment objectives for GCSE Hospitality.

Candidates must:

- recall, select, and communicate their knowledge and understanding specified in the subject content (AO1);
- apply skills, knowledge and understanding in a variety of contexts and in planning and carrying out investigations and tasks (AO2); and
- analyse and evaluate information, sources and evidence, make reasoned judgements and present conclusions (AO3).

### Quality of candidates' responses

In marking the examination papers, examiners should be looking for a quality of response reflecting the level of maturity which may reasonably be expected of a 16-year-old which is the age at which the majority of candidates sit their GCSE examinations.

### Flexibility in marking

Mark schemes are not intended to be totally prescriptive. No mark scheme can cover all the responses which candidates may produce. In the event of unanticipated answers, examiners are expected to use their professional judgement to assess the validity of answers. If an answer is particularly problematic, then examiners should seek the guidance of the Supervising Examiner.

### Positive marking

Examiners are encouraged to be positive in their marking, giving appropriate credit for what candidates know, understand and can do rather than penalising candidates for errors or omissions. Examiners should make use of the whole of the available mark range for any particular question and be prepared to award full marks for a response which is as good as might reasonably be expected of a 16-year-old GCSE candidate.

### Awarding zero marks

Marks should only be awarded for valid responses and no marks should be awarded for an answer which is completely incorrect or inappropriate.

### Types of mark scheme

Mark schemes for tasks or questions which require candidates to respond in extended written form are marked on the basis of levels of response which take account of the quality of written communication.

Other questions which require only short answers are marked on a point for point basis with marks awarded for each valid piece of information provided.

## Levels of response

Tasks and questions requiring candidates to respond in extended writing are marked in terms of levels of response. In deciding which level of response to award, examiners should look for the “best fit” bearing in mind that weakness in one area may be compensated for by strength in another. In deciding which mark within a particular level to award to any response, examiners are expected to use their professional judgement. The following guidance is provided to assist examiners.

- **Threshold performance:** Response which just merits inclusion in the level and should be awarded a mark at or near the bottom of the range.
- **Intermediate performance:** Response which clearly merits inclusion in the level and should be awarded a mark at or near the middle of the range.
- **High performance:** Response which fully satisfies the level description and should be awarded a mark at or near the top of the range.

## Quality of written communication

Quality of written communication is taken into account in assessing candidates’ responses to all tasks and questions that require them to respond in extended written form. These tasks and questions are marked on the basis of levels of response. The description for each level of response includes reference to the quality of written communication.

For conciseness, quality of written communication is distinguished within levels of response as follows:

Level 1: Quality of written communication is basic

Level 2: Quality of written communication is competent

Level 3: Quality of written communication is highly competent

In interpreting these level descriptions, examiners should refer to the more detailed guidance provided below:

**Level 1 (Basic):** The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

**Level 2 (Competent):** The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

**Level 3 (Highly competent):** The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that meaning is clear.

**Pre-Release Material**

Mr and Mrs Maxwell are a retired couple who have made a reservation for a double room at The Crown Hotel for the weekend as they are attending their grandson's wedding. Mr Maxwell asked for a bedroom on the ground floor when he made the booking.

Mr Maxwell later telephoned the hotel to make a dinner reservation for the day of their arrival.

Mr and Mrs Maxwell's room was not ready when they arrived and was still being serviced as there was an administration error on the report sheet. While they were waiting Mr and Mrs Maxwell spoke to the concierge about local tourist attractions.

Once in their bedroom, Mrs Maxwell completed a room service breakfast order for the next day at 8.15 am. She asked for:

- 1 regular coffee
- 1 tea
- 2 orange juices
- 2 Special K
- 2 full Irish breakfasts
- 1 poached egg
- 1 scrambled egg.

After they had checked out of the hotel, Mrs Maxwell realised that she had left her vanity case behind in the room.

1 (a) Write down **two** points of information a receptionist will need to record when making Mr Maxwell's dinner reservation.

- time
- number of people
- date
- room number
- specific area/table in restaurant if requested

All other valid points will be given credit.

(2 × [1])

[2]

(b) Explain **two** ways the front office department and the food and beverage department work together to ensure guests' needs are met.

- make reservations in restaurant ensuring they are not double booking any guest
- room service requests from guests recorded by front office and made up by food and beverage department
- special requests, e.g. food intolerance/allergy noted by front office and passed on to food and beverage service department ensuring requests are met and no complaints are made
- provide information/answer guest queries on areas such as menu content, price, opening times so that guest expectations are met.

[1] for keyword or phrase

[1] for elaboration or examples

(2 × [2])

[4]

6

- 2 (a) Complete the room service order form, using the information from the pre-release case study.

**THE CROWN HOTEL**

FOR BREAKFAST IN YOUR ROOM PLEASE HANG THIS FORM ON  
OUTSIDE OF DOOR BEFORE 3 am.

Name: Mr and Mrs Maxwell Room No.: 125

**BREAKFAST MENU**

Please tick your preferred time of service

6.00 – 6.30 <input type="checkbox"/>	6.30 – 7.00 <input type="checkbox"/>	7.00 – 7.30 <input type="checkbox"/>
7.30 – 8.00 <input type="checkbox"/>	8.00 – 8.30 <input checked="" type="checkbox"/>	8.30 – 9.00 <input type="checkbox"/>
9.00 – 9.30 <input type="checkbox"/>	9.30 – 10.00 <input type="checkbox"/>	

Please indicate number of servings per choice

TEA/COFFEE	JUICE
Regular coffee <input style="width: 30px; text-align: center;" type="text" value="1"/>	Orange <input style="width: 30px; text-align: center;" type="text" value="2"/>
Decaffeinated coffee <input style="width: 30px;" type="text"/>	Tomato <input style="width: 30px;" type="text"/>
Tea <input style="width: 30px; text-align: center;" type="text" value="1"/>	Apple <input style="width: 30px;" type="text"/>
Decaffeinated tea <input style="width: 30px;" type="text"/>	Grapefruit <input style="width: 30px;" type="text"/>

  

CEREALS	FRUIT
Cornflakes <input style="width: 30px;" type="text"/>	Assorted fruit <input style="width: 30px;" type="text"/>
Alpen <input style="width: 30px;" type="text"/>	Grapefruit segments <input style="width: 30px;" type="text"/>
Special K <input style="width: 30px; text-align: center;" type="text" value="2"/>	Melon <input style="width: 30px;" type="text"/>
Rice Krispies <input style="width: 30px;" type="text"/>	
Porridge <input style="width: 30px;" type="text"/>	

**FULL IRISH BREAKFAST**   
Traditional cooked breakfast with sausages, bacon, black and white pudding, tomatoes, mushrooms and a choice of cooked egg.

Scrambled Egg  Poached Egg  Fried Egg

**CONTINENTAL BREAKFAST**   
Selection of cooked meats and cheese accompanied by a selection of breads and pastries.

Signed: Mrs Maxwell Date: 15/7/13  
£5.00 supplement per person

(8 × [1])

[8]

(b) Write down **two** departments that would be involved in handling this breakfast request.

- housekeeping department
- food and beverage service department
- front office

All other valid points will be given credit.

(2 × [1])

[2]

10

3 When a reservation is being made, the receptionist will offer the customer different types of rooms.

Describe each type of room listed in the table.

ROOM TYPE	DESCRIPTION
Family	<ul style="list-style-type: none"> <li>• usually suitable for a family of up to four persons</li> <li>• may contain bunk beds or a pull out sofa that opens up into a bed</li> <li>• may have an adjoining door to another room.</li> </ul>
Executive	<ul style="list-style-type: none"> <li>• more luxurious environment than a standard double bedroom</li> <li>• more spacious</li> <li>• business desk providing space for work.</li> </ul>
Suite	<ul style="list-style-type: none"> <li>• substantial form of accommodation</li> <li>• one or possibly two double bedrooms</li> <li>• sitting area with lounge style furniture</li> <li>• may have kitchen facilities.</li> </ul>

[1] for description

[1] for fuller description

(3 × [2])

[6]

6

4 Write down six stages of the customer cycle.

- enquiry
- booking/reservation
- check in
- use of service and facilities
- purchasing products
- handling complaints
- check out
- payment methods
- departure

All other valid points will be given credit.

(6 × [1])

[6]

6

- 5** Explain **three** reasons why it is important that the hotel meets Mr and Mrs Maxwell's requests and provides them with a bedroom on the ground floor.
- Mr Maxwell will be satisfied that his request was dealt with and this creates a good impression of staff efficiency
  - no complaints will be made by either Mr or Mrs Maxwell, therefore allowing staff to carry out other duties
  - reputation of hotel will be maintained/improved as Mr and Mrs Maxwell may tell others of the quality of service
  - Mr and Mrs Maxwell more likely to return or recommend hotel to friends, generating additional profit for hotel.
- [1] for keyword or phrase  
 [1] for elaboration or examples  
 (3 × [2]) [6]
- 6** Explain **two** benefits of a hotel using a computerised system when making a reservation.
- room availability can be instantly checked for guest ensuring that the guest is not waiting too long
  - the system also acts as a reservation form therefore receptionist does not have to duplicate
  - automatically recognises if customer has stayed before when name is entered allowing a more personal service to be offered to guest by receptionist
  - computer system retains all information on guest allowing the hotel to use this to promote or improve hotel.
- [1] for keyword or phrase  
 [1] for elaboration or examples  
 [2 × [2]) [4]

6

4

7 (a) Write down **three** duties a room attendant would carry out on a daily basis.

- change bed linen if guest has checked out
- remake bed
- remove any crockery and replace if necessary
- vacuum bedroom
- polish furniture
- remove used towels
- restock courtesy tray/toiletries
- check general condition of bedroom
- clean the bathroom

All other valid points will be given credit.

(3 × [1])

[3]

(b) Write down **three** special products a room attendant may include when they are preparing a bridal suite.

- champagne
- chocolate
- fruit basket
- bathrobe/slippers
- selection of still drinks
- flowers

All other valid points will be given credit.

(3 × [1])

[3]

(c) When cleaning the bedroom after Mrs Maxwell checked out the room attendant found a vanity case.

Write down **four** steps the hotel should take when handling this item of lost property.

- room attendant will make note of what room the item was found in
- the room attendant will give the item of property to the receptionist who will record details of time handed in; from whom and room it was left in lost property logbook
- receptionist will check lost property log book for any recent items being noted
- receptionist review reservation details on computer to find out who was staying in bedroom
- receptionist to phone guest and inform them of found item
- item to be packaged and posted, using recorded delivery to guest

All other valid points will be given credit.

(4 × [1])

[4]

10

- 8** Explain **three** ways The Crown Hotel can be environmentally friendly.
- bed linen only changed when guest checks out to conserve water
  - towel replacement system in place to encourage guests to reuse towels – only towels on floor/in bath to be replaced
  - turning off lights when area is not in use to save electricity charges
  - turning down the temperature control (thermostat) to reduce energy costs
  - using environmentally friendly cleaning products on floors and surfaces
  - make more use of local suppliers to reduce food miles
  - reducing waste by using toiletry dispensers
  - use of keycard in electronic box to activate electricity to avoid anything being left switched on.
- [1] for keyword or phrase  
[1] for elaboration or examples  
(3 × [2]) [6]
- 9** Explain **two** reasons why the front office is a critical part in a hotel.
- provides guests with a good impression of the hotel and will look forward to their stay
  - responds to enquiries from potential guests made to the hotel to secure bookings
  - communicates guest's needs to other departments of the hotel efficiently ensuring guests are satisfied
  - encourages guests to spend money in other areas of the hotel, e.g. spa, restaurant, generating additional profit for business
  - ensures guests are happy with all facilities/services throughout their stay reducing the possibility of guests complaining.
- [1] for keyword or phrase  
[1] for elaboration or examples  
(2 × [2]) [4]
- 10** Explain **two** reasons why it is important that the accommodation department receives an arrivals list report.
- the report shows all the guests' name and room number who are due to arrive that day allowing the accommodation department to prepare the rooms for the guests
  - identifies how long guests are staying which enables the accommodation department to organise the cleaning schedule
  - identifies any special requests made by guests and allows the accommodation department to fulfill these requests
  - allows head housekeeper to plan staffing rota to ensure there are sufficient staff on duty to cope with demand.
- [1] for keyword or phrase  
[1] for elaboration or examples  
(2 × [2]) [4]

6

4

4

- 11** Discuss the importance of housekeeping staff servicing the banqueting room before it is set up by the food service staff for the wedding.
- ensures room is cleared from any rubbish left behind from a prior function
  - any tears/rips in upholstery, curtains can be identified and noted to be repaired
  - any faulty furniture (tables, chairs) can be removed and replaced to avoid injury
  - any stains can be removed from carpets
  - allows manager sufficient time to check the room to ensure it is up to a high standard
  - allows food and beverage service staff to set and dress tables efficiently
  - any lost property articles found can be dealt with according to hotel policy.

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

**Level 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. The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

**Level 2 ([4]–[6])**

Overall impression: competent

Identifies and comments satisfactorily on some relevant points. Draws some reasonable conclusions. Quality of written communication is competent. The candidate makes a reasonable selection and use of appropriate form and style of writing. Relevant material is organised with clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

**Level 3 ([7]–[9])**

Overall impression: highly competent

Good range of well explained appropriate points. Draws valid conclusions. Quality of written communication is highly competent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is an extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear. [9]

9

**12** Evaluate the role of the concierge in a hotel.**Advantages**

- in charge of porters/door staff ensuring they are carrying out their duties efficiently
- assist guests with a range of requests about the hotel – avoids guest having to wait for receptionist
- provides a good first impression of hotel as concierge is often the first point of contact on guest's arrival
- can provide local knowledge on local tourist/visitor attraction
- can promote facilities within hotel – generating more profit for business
- demonstrates a positive image, creating a good impression of hotel
- arrange transport for guest – to avoid guest waiting too long
- make bookings for theatre/cinema/local attractions – to make stay more enjoyable for guest
- make reservations for meals – to enhance the guest experience.

**Disadvantages**

- may only work part-time/reduced hours therefore guest may not be able to avail of service
- information obtained may be dated therefore not accurate and wasting/delaying guest's time
- additional expense (wage) for business
- promoting other hospitality outlets in the local area, e.g. restaurants and reducing the potential for the hotel to generate profit from hotel restaurant
- may receive a commission from individual attractions, therefore concierge may become "pushy" to encourage guests to visit or make a booking
- guests may feel obligated to "tip" concierge for their services

All other valid points will be given credit.

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

**Level 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. The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

**Level 2 ([4]–[6])**

Overall impression: competent

Identifies and comments satisfactorily on some relevant points. Draws some reasonable conclusions. Quality of written communication is competent. The candidate makes a reasonable selection and use of appropriate form and style of writing. Relevant material is organised with clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

**Level 3 ([7]–[9])**

Overall impression: highly competent

Good range of well explained appropriate points, including positive and negative. Draws valid conclusions. Quality of written communication is highly competent. The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is an extensive and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a high standard and ensure that the meaning is clear.

[9]

**Total**AVAILABLE  
MARKS

9

**80**