Rewarding Learning

General Certificate of Secondary Education
2014

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

WEDNESDAY 11 JUNE, MORNING

MARK SCHEME

General Marking Instructions

Introduction

Mark schemes are published to assist teachers and students in their preparation for examinations. Through the mark schemes teachers and students will be able to see what examiners are looking for in response to questions and exactly where the marks have been awarded. The publishing of the mark schemes may help to show that examiners are not concerned about finding out what a student does not know but rather with rewarding students for what they do know.

The Purpose of Mark Schemes

Examination papers are set and revised by teams of examiners and revisers appointed by the Council. The teams of examiners and revisers include experienced teachers who are familiar with the level and standards expected of students in schools and colleges.

The job of the examiners is to set the questions and the mark schemes; and the job of the revisers is to review the questions and mark schemes commenting on a large range of issues about which they must be satisfied before the question papers and mark schemes are finalised.

The questions and the mark schemes are developed in association with each other so that the issues of differentiation and positive achievement can be addressed right from the start. Mark schemes, therefore, are regarded as part of an integral process which begins with the setting of questions and ends with the marking of the examination.

The main purpose of the mark scheme is to provide a uniform basis for the marking process so that all the markers are following exactly the same instructions and making the same judgements in so far as this is possible. Before marking begins a standardising meeting is held where all the markers are briefed using the mark scheme and samples of the students' work in the form of scripts. Consideration is also given at this stage to any comments on the operational papers received from teachers and their organisations. During this meeting, and up to and including the end of the marking, there is provision for amendments to be made to the mark scheme. What is published represents this final form of the mark scheme.

It is important to recognise that in some cases there may well be other correct responses which are equally acceptable to those published: the mark scheme can only cover those responses which emerged in the examination. There may also be instances where certain judgements may have to be left to the experience of the examiner, for example, where there is no absolute correct response – all teachers will be familiar with making such judgements.

1 Complete the group reservation form. (AO1, AO2)

ROYAL OXFORD HOTEL, LONDON

Booking name: _____ **Clarendon High School** _____ [1]

Address: _____ **68 Clarendon Road** _____

City/Town: _____ **Belfast** _____ County: _____ **Antrim** _____

Postcode/Zip code: _____ **BT1 1QP** _____ [1]

Contact person's name: _____ **Teresa Magee** _____ [1]

Title: Mr/Mrs/Ms/Other _____ **Mrs** _____ [1]

Telephone: _____ **028 9061 3011** _____ [1]

Mobile number: _____ **07642164996** _____ [1]

Email: _____ **TMagee147@clarendonhigh.co.uk** _____ [1]

Arrival date: _____ **16th June 2014** _____ [1] Departure date: _____ **19th June 2014** _____ [1]

Type/Number of room(s):

Single	
Twin	**6**
Double	
Family	

[1]

Package:

B&B	
Half board	
Full board	**✗**
Room only	

[1]

Special requests: _____ **pack lunches to be prepared daily** _____ [1]

_____ **One guest has a peanut allergy** _____ [1]

Payment details:

Name of bank: _____ **City Bank** _____ [1]

Name of account: _____ **Clarendon High School** _____ [1]

Account number: _____ **079821321** _____ [1]

Sort code: _____ **62 / 01 / 28** _____ [1]

(17 × [1])   [17]

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2 **(a)** Write down **three** job roles for staff who work directly in the front office. (AO1)
- Record reservations
- Carry luggage to bedrooms
- Arrange private transport
- Handle payments
- Produce reports
- Advise guests
- Liaise with other colleagues in other departments
- Answering telephone queries.

All other valid points will be given credit.

(3 × [1]) [3]

(b) Explain the purpose of a forecast report. (AO1, AO2)
- Forecasts are used to estimate how many bookings will be taken, allowing the business to help other departments plan.

[1] mark for keyword or phrase
[1] for elaboration or examples

(1 × [2]) [2]   5

3 Explain **two** functions of the accommodation department. (AO1, AO2)
- Provides guests with clean room/suite to ensure hotel meets customer expectations
- Service guests bedrooms and bathrooms to meet guests needs
- Service public areas to maintain high standards of cleanliness of hotel
- Report any faults to maintenance department to resolve problems efficiently.

[1] mark for keyword or phrase
[1] for elaboration or examples

(2 × [2]) [4]   4

4 Write down **three** pieces of information that may be recorded on the group's registration card. (AO1)
- Name
- Address
- Arrival date
- Onward destination
- Passport Number
- Place the passport was issued.

All other valid points will be given credit.

(3 × [1]) [3]   3

5 The running of a hotel is represented by the customer cycle. (AO1, AO2)

Describe the procedures that will occur at the following stages:

(a) Check-in
- Guest will check in the group and receive their keys/cards
- Guest will complete a registration card for security purposes
- Guest will have to provide credit card details to cover payment of additional products and services during the group's stay.

	AVAILABLE MARKS

(b) Check-out
- Guest will return all keys/cards to reception
- Guest will review the bill and agree to payment using one of the hotel's approved payment methods.

[1] description
[1] fuller description
(2 × [2])   [4]   **4**

6 (a) Write down **one** department the front office would need to inform. (AO1)
- Food and beverage

(1 × [1])   [1]

(b) Explain **two** reasons why it is important that the front office and food and beverage department have close links to meet this request. (AO1, AO2)
- Inform kitchen of how many lunches are required daily to allow enough time for the food to be prepared and packed
- Alert kitchen of any food allergies to avoid causing harm to a guest
- Inform kitchen to allow head chef to place appropriate food order with outside companies.

[1] mark for keyword or phrase
[1] for elaboration or examples
(2 × [2])   [4]   **5**

7 Explain **two** ways the Royal Oxford Hotel may meet the needs of the students during their stay. (AO1, AO2)
- Providing a recreational room/area to allow the students to unwind
- Provide evening entertainment, e.g. DVD to keep students occupied
- Designated times allocated to allow pupils to use the leisure facilities, e.g. swimming pool, to make their stay more pleasurable
- Providing books/games that the pupils could use to prevent them from getting bored.

[1] mark for keyword or phrase
[1] for elaboration or examples
(2 × [2])   [4]   **4**

8 Explain the role of a maintenance manager. (AO1, AO2)
- Liaises with housekeeping and front office to ensure any repairs required can be completed quickly
- Arrange outside organisations to complete any additional maintenance work, e.g. electrician to comply with health and safety legislation
- Responsible for staff rotas to ensure a member of staff is available at all times
- Complete inventory list of items, e.g. bulbs, and reorder when necessary to ensure stock levels are adequate
- Check equipment regularly to adhere to health and safety legislation.

[1] mark for keyword or phrase
[1] for elaboration or examples
(1 × [2])   [2]   **2**

		AVAILABLE MARKS

9 Explain **three** ways the accommodation department can save on hotel energy usage. (AO1, AO2, AO3)
- Accommodation staff to make sure electrical items, e.g. TV, are switched off in vacant rooms
- Note cards placed strategically in bedroom to remind guests to switch off lights to prevent unnecessary electricity usage
- Room attendants close windows once bedroom has been serviced
- Provide staff training/check list on energy saving procedures to adhere to hotel's environmental policy
- Adjust thermostat on heating system to prevent energy wastage.

[1] mark for keyword or phrase
[1] for elaboration or examples
(3 × [2])   [6]   6

10 Hotel bedrooms are always presented to a uniform standard.

(a) Explain why this is important. (AO1, AO2)
- Bedroom is serviced and should appear as if nobody has been in this room before
- Returning guests, expectations of cleanliness will be met
- Promotes positive image to improve reputation.

[1] mark for keyword or phrase
[1] for elaboration or examples
(1 × [2])   [2]

(b) Explain **three** ways a room attendant can service a guest's bathroom. (AO1, AO2)
- Check all fixtures and fittings to ensure they are working correctly
- Remove used towels to ensure guests have clean towels
- Empty bin and replace with bag to ensure high standard of hygiene
- Clean sanitary ware using appropriate cleaning products to remove stains and bacteria
- Polish mirror to remove any dirt and leave streak-free
- Vacuum and mop floor to remove dirt
- Replenish complimentary toiletry products to ensure guests have sufficient supplies.

[1] mark for keyword or phrase
[1] for elaboration or examples
(3 × [2])   [6]

(c) Explain **two** duties a housekeeping manager will perform. (AO1, AO2)
- Staff training on specific cleaning routines to ensure all staff is servicing the bedrooms to the same standard
- Allocation of duties to room attendants daily so each member of staff knows what rooms they are responsible for
- Ensuring maintenance requirements are dealt with effectively by maintenance staff
- Deal with lost property according to hotel's policy
- Ensure correct stock levels of products/linen/towels and reorder when necessary.

[1] mark for keyword or phrase
[1] for elaboration or examples
(2 × [2])   [4]   12

11 Describe the procedure reception staff should use to communicate effectively by telephone. (AO1, AO2, AO3)

- Answer the call within 3 rings to avoid the customer hanging up the telephone
- If telephone answered in 4 rings, apologise immediately to customer for delay
- Use an appropriate greeting to make the customer feel welcome
- Voice must be at the correct tone and pitch to demonstrate employees enthusiasm
- Employee must speak clearly at all times to ensure the customer understands the information
- Ask the customer their name and use it to improve relations
- Listen and record all information in case caller accidentally gets cut off
- Review all details if a reservation has been made to reduce mistakes
- Ask caller if there is anything else they can do before ending call to ensure the customer doesn't feel rushed
- Thank the caller for their enquiry, leaving on a positive note
- Speak to customer politely to create a good first impression.

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. 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 use of a computerised reservation system for the hotel.
(AO1, AO2, AO3)

Advantages
- Potential guests can check availability of hotel at their leisure
- May reduce staff costs – fewer enquiries to handle
- Reservation system provides language options for non-English-speaking guests
- Speed up the booking process for customer and employee to reduce time spent on telephone
- Reduces need for bulk papers copies/records
- Recognise if customers have previously stayed at the hotel therefore majority of personal data already listed
- Information can be used by the manager to analyse the hotel's business performance and changes made with this information
- Programme can eliminate error as reservation cannot be made if all details are not inputted into computer
- Secure way of storing guest details as staff require password access.

Disadvantages
- Very expensive to purchase and install in hotel
- Customer reservation details may be lost if computer develops a virus and destroys data
- Backup reservation may be required if system fails, therefore doubling the workload for front office staff
- New staff in front office will require training on how to operate new system which may be time-consuming and costly for hotel
- Guests may not understand technology and may make an incorrect booking.

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. Candidates cannot progress further than Level 2 if only advantages or disadvantages are recorded. 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.

	AVAILABLE MARKS

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]

9

Total 80