



Rewarding Learning

**General Certificate of Secondary Education
2015**

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

FRIDAY 12 JUNE, MORNING

**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 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 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:

AO1

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.

1 (a) Complete the registration card below. (AO1)

HOTEL INTERNATIONAL	
Registration Card	
Surname: <u>Marquis</u> [1]	Forenames: <u>Amélie</u> [1]
Address: <u>109 Rue Saint Lazore</u>	FOR FOREIGN VISITORS Passport Number: <u>32566518</u> Where Issued: <u>Paris</u> Country of Residence: <u>France</u> Next Destination: <u>Paris</u>
<u>75008</u>	
<u>Paris</u> [1]	
Nationality: <u>French</u>	
Date of Arrival: <u>17/06/2015</u> [1]	Date of Departure: <u>19/06/2015</u> [1]
Car Registration: <u>N/A</u>	
Have you stayed before: YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> [1]	
Please indicate how you intend to settle your account:	
CASH <input type="checkbox"/> CREDIT LEDGER ACCOUNT <input checked="" type="checkbox"/> VOUCHER <input type="checkbox"/>	
CREDIT CARD <input type="checkbox"/> TYPE: _____ [1]	
<div style="border: 1px solid black; padding: 5px;"> SPECIAL REQUIREMENTS: <div style="text-align: center; padding: 5px;"><u>Late check-out</u></div> </div>	
Signature: <u>Amélie Marquis</u>	

(8 × [1])

[8]

(b) Explain why the Hotel International requires Madam Marquis to complete a registration card. (AO1, AO2)

- It is a legal requirement so guests can be traced.

[1] mark for keyword or phrase

[1] for elaboration or examples

(1 × [2])

[2]

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- 2 (a) Write down **two** ways front office can speed up the check-in process.
- Registration cards pre-printed with customers details
 - Keycards for bedroom have been pre-allocated
 - Have more than one receptionist on duty.
- All other valid points will be given credit.
(2 × [1]) [2]
- (b) Write down **two** tasks that take place at reception when a guest is checking-out.
- Printing hotel bill
 - Retrieving key card
 - Settling bill
 - Printing receipt
- All other valid points will be given credit.
(2 × [1]) [2]
- 3 (a) Write down **two** products Madam Marquis may require when working in the Business Centre. (AO1)
- Telephone calls
 - Photocopied documents
 - Stationery
- All other valid points will be given credit.
(2 × [1]) [2]
- (b) Explain **three** business services which may be provided by the hotel. (AO1, AO2)
- ICT facilities to enable Madam Marquis to access emails and to continue with work in the evening
 - Express check-in and check-out for business customers so they do not waste time in reception
 - International newspaper available in the Business Centre for reference purposes
 - Wi-Fi available to allow Madam Marquis easy access
 - Access to quiet business lounge to allow Madam Marquis to work in privacy
 - Rooms laid out for business meetings to meet the needs of a business.
- [1] mark for keyword or phrase
[1] for elaboration or examples
(3 × [2]) [6]
- (c) Describe an executive room. (AO1, AO2)
- More luxurious environment than standard bedrooms
 - Usually more spacious for easier movement in bedroom
 - Sitting area in addition to the bed
- [1] mark for description
[1] for fuller description
(1 × [2]) [2]

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<p>4 Explain four procedures a receptionist would follow when answering a telephone call. (AO1, AO2)</p> <ul style="list-style-type: none"> • Answer the telephone call within three or four rings so customer is not waiting • Receptionist should use an appropriate greeting so the caller knows they have made contact with the correct outlet • Receptionist should speak clearly to enable caller to understand as English may not be their first language • Pace of speech is suitable so information is recorded correctly • Receptionist will check all details with caller to avoid mistakes. <p>[1] mark for description [1] for fuller description (4 × [2])</p>	[8]	8
<p>5 Explain one different reason why front office must work closely with the following departments. (AO1, AO2)</p> <p>Kitchen</p> <ul style="list-style-type: none"> • Identify any special dietary requests of the guests to avoid putting guests health in danger • Allows head chef to order in correct amount of ingredients to ensure all guests are catered for <p>Food and Beverage Service</p> <ul style="list-style-type: none"> • Ensure tables are reserved for the correct day, time and number of people to avoid customer complaints • Maitre D made aware of special requests, e.g. positioning of table in restaurant for guest to make experience more memorable <p>Accommodation</p> <ul style="list-style-type: none"> • Housekeeper made aware of how many guests are arriving and departing daily to allow bedrooms to be serviced • Alert department of any special requests made by guests, e.g. additional pillows so guests are satisfied with hotel service • Inform department of any special VIP guests so individual requirements are met • Ensure there is enough staff on rota to handle the number of guests. <p>[1] mark for keyword or phrase [1] for elaboration or examples (3 × [2])</p>	[6]	6

		AVAILABLE MARKS
<p>6 Discuss two benefits to a manager of analysing the arrivals list report the night before. (AO1, AO2)</p> <ul style="list-style-type: none"> • Identify the number of guests arriving and currently staying at hotel to ensure sufficient staffing levels for all departments • Identify any VIP guests arriving, so allowing manager to meet and greet VIP guest therefore creating a good impression • Alert manager to any unreliable guests from previous stays, enabling manager to put strategies in place to reduce risk, e.g. guest not settling account on time – cash only • Identify frequent repeat guests allowing manager to provide additional complimentary products/services in recognition of guest loyalty. <p>[1] mark for keyword or phrase [1] for elaboration or examples (2 × [2])</p>	[4]	4
<p>7 Madam Marquis has requested a newspaper to be delivered to her room each morning. (AO1, AO2)</p> <p>Explain three procedures the reception staff will carry out to meet this request.</p> <ul style="list-style-type: none"> • Immediately record all relevant information as requested onto request form or onto computer so no information is lost • Receptionist repeats details back to customer to ensure all information is correct and guest is satisfied • Receptionist will inform accommodation department of request made by guest so product can be purchased and delivered to bedroom • Receptionist will add cost of newspapers to final bill so payment is correct at check-out. <p>[1] mark for keyword or phrase [1] for elaboration or examples (3 × [2])</p>	[6]	6
<p>8 Explain two disadvantages for the hotel offering a late checkout service. (AO1, AO2, AO3)</p> <ul style="list-style-type: none"> • Hotel has to employ housekeeping staff as they will have to wait until guest checks out to service bedroom • Additional staff may be required in front office to cope with overlap of guests checking in and checking out • Less profit for the hotel as hotel may not be able to sell bedroom on the day of the late checkout • Rooms may not be available/ready on time for new arrivals which creates a bad impression. <p>[1] mark for keyword or phrase [1] for elaboration or examples (2 × [2])</p>	[4]	4

- 9** Explain **two** benefits of the housekeeper using a checklist sheet. (AO1, AO2, AO3)
- Staff are less likely to become complacent as the quality of their work will be checked
 - Identifies where high standards are not being maintained, allowing hotel to identify where additional training is required.
 - Highlights areas in the hotel that have not been cleaned thoroughly and reduces complaints.
 - Identifies maintenance work that is required to prevent any accidents from occurring
 - Maintains consistent standards as all staff are working to the same list.
- [1] mark for keyword or phrase
[1] for elaboration or examples
(2 × [2])
- [4]

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- 10** Describe the job role of the following members of staff within the accommodation department; (AO1, AO2)

Room Attendant

- Clean and service allocated bedrooms on a daily basis to maintain hotel's high standard
- Clean public areas in hotel to create good first impression

Housekeeper

- Allocates jobs to room attendants on a daily basis
- Supervises and checks standards of all bedrooms and public areas
- Liaises with front office to access room status report

Linen Porter

- Send out and receive linen from laundry company
- Counts linen supplies and checks off hotel records
- Stores linen appropriately for accommodation and food and beverage departments
- Liaises regularly with accommodation and food and beverage department on linen requirements.

[1] mark for description

[1] for fuller description

(3 × [2])

[6]

6

11 Discuss ways housekeeping staff can maintain high standards in the public areas of hotels. (AO1, AO2, AO3)

- Vacuum surfaces to remove any debris
- Wash/polish floors to remove any stains and maintain high shine
- Replenish soap/towel dispensers' to uphold hygiene standards
- Wash and clean sanitary ware to eliminate germs/stains
- Empty bins at regular intervals to avoid overflowing of litter
- Check all fixtures and fittings and report any faults to maintenance department
- Check and fix presentation of soft furnishing, e.g. draping of curtains to uphold visual effect
- Arrange occasional furniture to ensure it is not causing an obstruction and creating a health and safety problem
- Replace hotel stationery/literature to meet guests requirements
- Polish glass/mirrors to remove smears to maintain guests impression of hotel

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]

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- 12 Evaluate the use of a credit ledger account as a method of payment in a hotel. (AO1, AO2, AO3)

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Positive points

- Guest does not have to worry about having enough cash or credit on card to pay bill, therefore enjoys stay
- Hotel achieves repeat business throughout the year from selected organisations generating reliable profit for the hotel
- The organisation are normally allowed by the hotel a 'settling payment' period from when guest leaves hotel, giving the organisation a level of flexibility
- Generates positive publicity for hotel as organisation may inform other companies about the service with the potential of new customers and profit for hotel
- An organisation may be offered reduced rates by the hotel at non peak times therefore saving the organisation money and occupying bedrooms for the hotel.
- May encourage the organisation to use hotel to host business events/ functions, generating profit for hotel.

Negative points

- Organisation may have to pay additional charges to cover the transaction costs of such a system
- Additional work for administration staff to carry out to ensure hotel receives full payment from organisation
- Organisation may be on a fixed price rate for each bedroom, therefore unable to 'shop around' to get best hotel deal
- Hotel may experience cash flow difficulties if organisation fails to pay within settling payment period, which may cause other departments in hotel to suffer financially
- If identity of guest is not checked on hotel records, fraud could be committed by guest resulting in hotel losing money
- Guest may be restricted to the amount and type of products/services they can use, leaving the guest with a negative experience of visit
- New staff may not be aware of this method of payment; therefore additional training will be required by experienced staff and may hinder day to day running of hotel.

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. If candidate only identifies either positive or negative points, can only be awarded mark in Level 2.

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

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	9
Total	80

9

80

