



Rewarding Learning

**General Certificate of Secondary Education
2016**

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

THURSDAY 16 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) Circle on the menu below a starter, main course and dessert that would be suitable for Mrs. Smith. (AO1)

REGENCY HOTEL	
Early Bird Menu	
Starters	
Cream of Mushroom Soup	
<div style="border: 1px solid black; border-radius: 50%; width: 150px; height: 20px; margin: 0 auto;"></div> Vegetable Broth	[1]
Beetroot and Goat's Cheese Salad	
Main Courses	
Fillet Steak in a Creamy Pepper Sauce	
Chicken and Broccoli Bake in a Cheesy Sauce	
<div style="border: 1px solid black; border-radius: 50%; width: 250px; height: 20px; margin: 0 auto;"></div> Pork Stir Fry with Noodles	[1]
Dessert	
Apple Tart and Custard	
Strawberry Pavlova with Whipped Cream	
<div style="border: 1px solid black; border-radius: 50%; width: 200px; height: 20px; margin: 0 auto;"></div> Fresh Fruit Salad	[1]

(3 × [1])

[3]

- (b) Explain why it is important to Mrs. Smith that the restaurant staff have knowledge of the dishes on the menu. (AO1, AO2)
- Able to advise her which dishes contain milk or dairy products so that she may avoid ordering them and will not suffer a reaction to the dish
 - She may be able to assist her children in choosing a dish they would like.

All other valid alternatives will be given credit

[1] mark for keyword or phrase

[1] mark for explanation

(1 × [2])

[2]

- (c) Explain **two** advantages of providing the Smith family with a children's menu. (AO1, AO2)

- Suitable range of dishes provided for children to ensure they enjoy their food
- Portion sizes are suitable for children and so there is less waste
- Easier for children to choose a dish as there are fewer dishes on the menu and so speeding up the time taken to order their food
- Less expensive than adults menu.

All other valid alternatives will be given credit

[1] mark for keyword or phrase

[1] mark for explanation

(2 × [2])

[4]

AVAILABLE
MARKS

9

		AVAILABLE MARKS
<p>2 Write down five items that will appear on the Smith family bill at the end of their stay. (AO1)</p> <ul style="list-style-type: none"> • Accommodation bill • Meals in restaurant • Hire of function room • Birthday cake • Balloons • Swimming pool • Leisure facilities <p>(5 × [1])</p>	[5]	5
<p>3 When the Smith family made their reservation it was important that Front Office informed other departments about the requests they have made. (AO1)</p> <p>Explain one different way each department below would meet the family's requests.</p> <p>Kitchen</p> <ul style="list-style-type: none"> • Kitchen will ensure they have a range of lactose free dishes on the menu to allow Mrs. Smith to have an enjoyable meal that will not affect her condition • Kitchen will ensure that restaurant staff are aware of those dishes which are safe for Mrs Smith to eat • Providing a suitable cake to appeal to a 9 year old child <p>Food and beverage</p> <ul style="list-style-type: none"> • Food and beverage department will ensure there is a high chair available in the restaurant for the baby to sit in, therefore meeting the needs of the family • Food and beverage department will arrange for the set up of the small function room for the family party • Food and beverage department will reserve a table so it will be available for the family each evening at 6pm <p>Accommodation</p> <ul style="list-style-type: none"> • Accommodation department will place a cot in the bedroom for the baby to meet the needs of the family on arrival • Accommodation department will clean and check the function room in preparation before the food and beverage department set up the room <p>All other valid alternatives will be given credit [1] mark for keyword or phrase [1] mark for explanation</p> <p>(2 × [3])</p>		
	[6]	6

		AVAILABLE MARKS
<p>4 The Front Office department produces reports.</p> <p>Write down two pieces of information found on a room status report. (AO1)</p> <ul style="list-style-type: none"> • Occupied rooms • Available rooms • Out of order rooms and unavailable for hiring • Vacant and ready to let rooms. <p>All other valid alternatives will be given credit (2 × [1])</p>	[2]	2
<p>5 The hotel keeps guest history records.</p> <p>Explain three benefits of keeping these records. (AO1, AO2)</p> <ul style="list-style-type: none"> • Builds customer profile and so helps tailor service to customer needs • Hotel can match requirements prior to arrival and exceed customer expectations, e.g. preferred room, requirements for children • Hotel can use the customer information from the guest history to send out information about special offers/promotions and so offer customer better value for money • Hotel is aware of birthday or other special occasions and may offer customer a complimentary product or service. <p>All other valid alternatives will be given credit [1] mark for keyword or phrase [1] mark for explanation (3 × [2])</p>	[6]	6
<p>6 (a) The hotel has provided a courtesy tray in the bedroom.</p> <p>Explain two reasons why this is a useful service for the Smith family. (AO1, AO2)</p> <ul style="list-style-type: none"> • It saves the family having to leave the room to get a cup of tea or coffee and so causes less disruption • It is cheaper than going to buy a hot beverage in the bar or restaurant and so saves family money • It allows parents to have a beverage at any time of day so making their stay more pleasant • They may need boiled cooled water to make up baby's bottles and this is very convenient. <p>All other valid alternatives will be given credit [1] mark for keyword or phrase [1] mark for explanation (2 × [2])</p>	[4]	
<p>(b) When the family arrived in their room they discovered the television was not working.</p> <p>Write down three steps that could be taken to get the television working. (AO1)</p> <ul style="list-style-type: none"> • Guest informs reception about the television • Reception inform maintenance manager about the problem • Maintenance manager will fix or replace the television. <p>All other valid alternatives will be given credit (3 × [1])</p>	[3]	7

		AVAILABLE MARKS
<p>7 Write down three items a room attendant should have on the trolley when servicing bedrooms. (AO1)</p> <ul style="list-style-type: none"> • Towels • Linen • Toiletries • Cleaning products • Courtesy tray products <p>All other valid alternatives will be given credit (3 × [1])</p>	[3]	3
<p>8 The owners of the Regency Hotel are building a new hotel in the next town. They want to make it more environmentally friendly.</p> <p>Describe four ways they could reduce the water consumption in the new hotel. (AO1, AO2, AO3)</p> <ul style="list-style-type: none"> • Install dual flush toilets to use less water when flushing • Install showers in most rooms as they consume less water than baths • Install 'push button' taps in bathrooms and public toilets which regulate the amount of water that is produced before turning off • Use water efficient appliances in the kitchen and laundry, e.g. dishwashers and washing machines • Install water butts to collect rainwater for use watering gardens, washing vegetables etc • Place notices in guest bedrooms encouraging the recycling of towels to cut down the amount of water used in the laundry. <p>All other valid alternatives will be given credit [1] mark for basic description [1] mark for fuller description (4 × [2])</p>	[8]	8

9 Mr. Smith wishes to pay for his bill by credit card.

(a) Explain **one** advantage and **one** disadvantage of using this as a method of payment. (AO1, AO2)

Advantages

- It is a safe method of payment for the guest as it is hard for another person to get hold of the information needed to make a transaction
- Mr Smith will have a record of his payment on his monthly statement to keep track of his expenditure and so help him to manage his money well
- Mr Smith will have one month of credit before he actually has to pay the bill allowing him to manage his money in advance of payment
- The hotel may take an imprint of the card to guard against a guest leaving the hotel without paying.

Disadvantages

- Mr Smith may run up a large bill that he may have to pay off with interest over a period of time
- The hotel may be charged for processing the card and so make less profit
- The card may be stolen or used fraudulently and so Mr Smith will be inconvenienced.

All other valid alternatives will be given credit

[1] mark for keyword or phrase

[1] mark for explanation

(2 × [2])

[4]

(b) Suggest another suitable non cash method he could use to pay for his bill. (AO1)

- Debit card
- Vouchers

(1 × [1])

[1]

(c) On checking his final bill Mr. Smith realises he has been overcharged and complains to the receptionist.

Write down **five** procedures the receptionist will need to follow to handle his complaint. (AO1)

- Listen to Mr Smith
- Apologise for the error
- Check the bill with Mr Smith to find the additional costs
- Fix the bill by removing the additional costs
- Check with the customer that there are no other errors and that he is satisfied
- Record error into complaints log.

All other valid alternatives will be given credit

(5 × [1])

[5]

10

AVAILABLE
MARKS

- 10** The new head housekeeper wants to improve the standard of cleanliness in the hotel. (AO1, AO2)

Explain **three** ways a cleaner should service the changing rooms in the leisure facilities. (AO1, AO2)

- Regularly mop floor to ensure the area is clean for guests throughout the day
- Keep floors as dry as possible to prevent guests from slipping
- Sanitise showers to prevent build up of soap deposits in cubicles
- Remove hairs from basins and showers to prevent drains from clogging
- Regularly remove used towels and deliver to laundry for cleaning to ensure guests have a constant supply of clean towels to use
- Lift rubbish and empty bins to ensure the area is clean and tidy
- Clean mirrors to remove any splashes.

All other valid alternatives will be given credit

[1] mark for key word or phrase

[1] mark for explanation

(3 × [2])

[6]

6

- 11** Dining with young children in a restaurant can be a stressful experience.

Describe how the Regency Hotel could help to make the experience enjoyable for the family. (AO1, AO2, AO3)

- Provide a children's menu so that they will enjoy their meal
- Provide safe and clean baby seats so that the children are held securely in place allowing parents to relax
- Bring the food for the children quickly so they do not have to wait too long for their food and get restless
- Provide jugs of juice for the children so that the family do not have to keep ordering more juice from the waiting staff, interrupting their meal.
- Provide colouring books and pencils to keep the children occupied whilst they wait for their food or after they have finished
- Provide a children's entertainer for Sunday lunches to keep them amused
- Have a set family meal time so that other diners are not disturbed and the family can relax with other families
- Train staff to engage with the children to provide a friendly and welcoming atmosphere.

All other valid alternatives 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])

Identifies and comments satisfactory 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]

AVAILABLE
MARKS

9

12 Evaluate the use of an automatic check in system in a hotel. (AO1, AO2, AO3)

Advantages

- Provides a quick method of check in without having to queue at reception
- It operates 24/7 and so allows guests to check in at any time
- It may offer information in a variety of languages making it easy for non English speaking guests to check in
- Additional services may be booked using this system, e.g. restaurant bookings allowing the guest to plan their visit
- It accepts most cards and so makes payment simple
- It will dispense a room key for the guest to use immediately
- Fewer staff needed to cover reception therefore staff costs reduced

Disadvantages

- It is an impersonal system which does not provide a friendly welcome to the guest
- Some people may not feel comfortable using the system
- If the system fails it may not be possible to get checked into the hotel easily
- It may not be able to cater for all guest requests and so they may feel as if they have not received good service
- It could be open to abuse with people booking a room and then having more than the suggested number of people staying in it
- It is expensive to install.

All other valid alternatives 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 satisfactory 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. 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. 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
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9

80