



*Rewarding Learning*

**General Certificate of Secondary Education  
2017**

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## **Hospitality**

**Unit 2: Reception and Accommodation**

**[GHP21]**

**FRIDAY 16 JUNE, 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 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.

		AVAILABLE MARKS
<p><b>1 (a)</b></p> <ul style="list-style-type: none"> <li>• Receptionist showing positive body language, e.g. smiling</li> <li>• Receptionist address guest with their name once known</li> <li>• Receptionist listening to the guests</li> <li>• Receptionist answering all guest queries fully</li> <li>• Request help from the concierge to handle guests' luggage</li> </ul> <p>All other valid points will be given credit (3 × [1])</p>	[3]	
<p><b>(b)</b></p> <ul style="list-style-type: none"> <li>• Enquiry</li> <li>• Booking/reservation</li> <li>• Check-in</li> <li>• Use of service and facilities</li> <li>• Purchasing products</li> <li>• Handling complaints</li> <li>• Check-out</li> <li>• Payment methods</li> <li>• Departure</li> </ul> <p>All other valid points will be given credit (5 × [1])</p>	[5]	8
<p><b>2 (a)</b></p> <ul style="list-style-type: none"> <li>• Help with luggage on arrival</li> <li>• Book transport to the wedding venue</li> <li>• Provide information about the hotel facilities</li> <li>• Arrange for the parking of guests' cars</li> <li>• Provide information for guests wishing to shop or explore</li> </ul> <p>All other valid points will be given credit (3 × [1])</p>	[3]	
<p><b>(b)</b></p> <ul style="list-style-type: none"> <li>• Receptionist will greet the guest</li> <li>• Receptionist will ask for guest's name or booking reference</li> <li>• Receptionist will check the room status report to see if the allocated room is ready</li> <li>• Guest will fill in a registration form</li> <li>• Receptionist will take payment details in advance</li> <li>• Receptionist will issue a room key</li> </ul> <p>All other valid points will be given credit (4 × [1])</p>	[4]	7

		AVAILABLE MARKS
<p><b>3 (a)</b></p> <ul style="list-style-type: none"> <li>• An additional charge when a room is occupied by one person only</li> <li>• To offset the loss of revenue from a second occupant.</li> </ul> <p>All other valid points will be given credit            [1] mark for key word or phrase            [1] mark for fuller explanation            (1 × [2])</p>	[2]	
<p><b>(b)</b></p> <ul style="list-style-type: none"> <li>• Kettle</li> <li>• Cups and saucers</li> <li>• Teaspoon</li> <li>• Coffee</li> <li>• Sugar</li> <li>• Biscuits</li> <li>• Water</li> <li>• UHT milk</li> <li>• Tea</li> <li>• Hot chocolate</li> <li>• Herbal tea</li> </ul> <p>All other valid points will be given credit            (3 × [1])</p>	[3]	5
<p><b>4 (a)</b></p> <ul style="list-style-type: none"> <li>• A luxurious and spacious double room</li> <li>• A more luxurious bathroom</li> <li>• A seating area with lounge style furniture</li> </ul> <p>All other valid points will be given credit            [1] for key word/phrase            [1] for fuller description            (1 × [2])</p>	[2]	
<p><b>(b)</b></p> <ul style="list-style-type: none"> <li>• Flowers</li> <li>• Champagne or wine</li> <li>• Fruit bowl</li> <li>• Chocolates</li> <li>• Bathrobe/slippers</li> <li>• Selection of non-alcoholic drinks</li> </ul> <p>All other valid points will be given credit            (3 × [1])</p>	[3]	5
<p><b>5</b></p> <ul style="list-style-type: none"> <li>• A stay – the room is occupied and the guest will be remaining in the room for another night</li> <li>• A departure – when the room will be vacated that day</li> <li>• A late check-out – when the room will not be available to let out until later in the day</li> <li>• Room is vacant, cleaned and ready for letting to guests</li> <li>• Room is unavailable due to refurbishment or repairs.</li> </ul> <p>All other valid points will be given credit            [1] mark for key word or phrase            [1] mark for fuller explanation            (3 × [2])</p>	[6]	6

**6 Front Office Manager**

- Delegates duties to front office staff to ensure work is completed on time
- Verifies room status information with accommodation department to minimise complaints
- Deals with complaints to minimise guest inconvenience

**Head Receptionist**

- Trains and supervises reception staff to ensure all procedures in hotel are being followed
- Answers customer queries about the hotel and surrounding area thus improving guest satisfaction
- Creates rotas for front office staff to ensure sufficient staff levels

**Room Attendant**

- Clean and service allocated bedrooms on a daily basis to maintain hotel's high standard
- Clean public areas in hotel to maintain guest/customers first impressions

**Porter (Front Office)**

- Helps guests by carrying luggage to their bedroom to enhance guest experience
- Advises guest on hotel facilities/services to make their stay more enjoyable

All other valid points will be given credit

[1] for keyword/phrase

[1] for elaboration/explanation

(4 × [2])

[8]

8

- 7**
- Children will enjoy the experience as they are less likely to become bored during long stretches of sitting or listening to speeches
  - Adults will be able to enjoy their meal with children being entertained in another area
  - Parents of the children can relax more when their children are occupied.

All other valid points will be given credit

[1] for keyword/phrase

[1] for elaboration/explanation

(1 × [2])

[2]

2

- 8**
- Hire of venue for the day
  - Wedding reception meal
  - Additional beverages
  - Accommodation for parents of the bride
  - Refreshments on arrival for guests
  - Evening reception buffet
  - Bridal suite
  - Table decorations/special seat covers
  - Entertainer
  - DJ

All other valid points will be given credit

(5 × [1])

[5]

5

AVAILABLE  
MARKS

		AVAILABLE MARKS
<p><b>9</b></p> <ul style="list-style-type: none"> <li>• The size of the room will accommodate the number of guests invited to the wedding so that guests are comfortable and have room to move around</li> <li>• The room will be laid out as requested by the bride and groom to enable them to see all of their guests during the meal</li> <li>• The menu will reflect the bride and groom's choice and budget to ensure all guests have an enjoyable meal</li> <li>• The room will be decorated and styled according to the bride and groom's wishes to create a perfect atmosphere</li> <li>• Food for guests with food allergies or intolerances will be prepared separately so that all guests can enjoy their meal</li> <li>• The meal will be served at a pre-arranged time to allow the hotel to have the food ready for service when the guests arrive</li> <li>• The type of meal service will have been discussed to suit the atmosphere of the wedding, e.g. table service, silver service, buffet etc.</li> </ul> <p>All other valid points will be given credit  [1] for keyword/phrase  [1] for elaboration or examples  (4 × [2])</p>	[8]	8
<p><b>10</b></p> <ul style="list-style-type: none"> <li>• Reception will take a note of the order to keep for their records should a query arise</li> <li>• Reception will inform the kitchen of the request and the time it is to be delivered to allow the kitchen time to prepare the food</li> <li>• A member of the food and beverage department will set up the breakfast tray and check if all items on it are correct</li> <li>• The food will be delivered to the room at the requested time to avoid disappointment</li> <li>• Reception will add the charge for room service to the couple's bill to ensure that there are no delays or inaccuracies during check-out.</li> </ul> <p>All other valid points will be given credit  [1] for keyword/procedure  [1] for fuller explanation  (4 × [2])</p>	[8]	8

- 11
- Allocate ground floor room
  - Provide disabled parking to reduce distance to hotel entrance
  - Wheelchair ramps to aid access around the hotel
  - Automatic doors to enable guest to enter hotel easily
  - Wide entrance to bedroom and bathroom to allow easy access
  - Furniture and fittings in bedroom at suitable level to allow ease of reach
  - Emergency button or cord installed in case of difficulties
  - Ensuite adapted as a wet room area for ease of use and safety
  - Specialist fittings, e.g. taps that can be turned on or off easily
  - Raised toilet for ease of use
  - Sufficient space in dining room that has room for wheelchair access
  - Provision of lifts to allow access to all floors
- 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]

AVAILABLE  
MARKS

9

**12 Positive**

- All departments are aware of the booking and staff can prepare their areas in advance ensuring the wedding will be a success
- The accommodation department will liaise with reception to ensure all rooms are prepared according to the guests' requests, e.g. wheelchair user, family, bridal suite. This will prevent delays during check in and ensure customer satisfaction
- The kitchen know in advance the size of the party and the menu chosen so the Head Chef can order the food in advance and can plan the preparation of the meal to ensure it is served on time and to a high standard
- Laundry will ensure there is ample bedding and towels prepared for the bedrooms and Housekeeping staff prepare all rooms efficiently
- Communication on the day between Front Office and Food and Beverage departments will ensure Head Chef is informed of any delays to guest arrival
- Laundry will also ensure that table linen is available for use by the banqueting staff to enable them to set the tables well in advance of the meal
- All heads of departments will be able to prepare staff rotas in advance to ensure that all departments have the required number of staff to provide efficient service

**Negative**

- If links are not strong all departments may not be informed of the forthcoming wedding and details of the arrangements
- Staff may not know what time to lay out the red carpet and so the bride and groom will be disappointed by their welcome into the hotel
- There may be insufficient numbers of staff to serve the guests efficiently and so the guests will be kept waiting
- If departments are not informed of the booking in good time they may be rushed in their preparation, e.g. rooms or tables and there will be little time to fix any faults or problems before the guests arrive resulting in a poor impression of the hotel
- If the banqueting manager does not keep the kitchen informed of any delays or change in times the quality of the meal may be poor causing disappointment
- If accurate numbers and details of the menu are not given to the kitchen there may be insufficient food made for the guests or special needs may not be catered for

[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 communications 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.

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 communications 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
<b>Total</b>	<b>80</b>

9

80