



**General Certificate of Secondary Education
2018**

Hospitality

Unit 2: Reception and Accommodation

[GHP21]

MONDAY 18 JUNE, AFTERNOON

**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) Write down **three** pieces of information the receptionist will give when she speaks to Mr Robino on the telephone. (AO1)
- Time of day
 - Name of hotel
 - Receptionist's name
 - Hotel facilities
 - Payment arrangements
- All other valid points will be given credit.
(3 × [1]) [3]
- (b) Write down **four** pieces of information the manager will need from Mr Robino in order to book the conference room. (AO1)
- Date
 - Time
 - Name of party /leader
 - Number of guests
 - Layout of room
 - Equipment needed
 - Catering requirements
 - Entertainment package
 - Conference stationery package
 - Credit card details
- All other valid points will be given credit.
(4 × [1]) [4]
- 2 Write down **two** ways front office can speed up the check-in process for this group. (AO1)
- Pre-print registration cards with customers' details
 - Organise key cards in alphabetical order
 - Employ more staff for the check-in period
- All other valid points will be given credit.
(2 × [1]) [2]
- 3 (a) Write down **two** pieces of information generated by a forecast report. (AO1)
- Occupancy rate for the previous year
 - Up and coming events in the locality which may impact on their bookings, e.g. a music festival
 - Current bookings and bookings for the next year for groups and individuals
 - Income generated in each department for the past year
- All other valid points will be given credit.
(2 × [1]) [2]
- (b) Explain **two** reasons why the front office is a critical department in a hotel. (AO1, AO2)
- It is usually the first point of contact for a guest and so must create a good first impression so guests will look forward to their stay
 - Front Office secures bookings from enquiries from potential customers
 - Communicates with other departments to allow department to make preparations
 - Encourages guests to spend money in other areas of the hotel, e.g. generating profit from additional business

AVAILABLE
MARKS

7

2

			AVAILABLE MARKS
	<ul style="list-style-type: none"> • Liaises with other departments to ensure the smooth running of the hotel reducing customer complaints <p>All other valid points will be given credit. [1] mark for keyword or phrase [1] for elaboration or examples (2 × [2])</p>	[4]	6
4	<p>(a) Explain the term conference package. (AO1, AO2)</p> <ul style="list-style-type: none"> • Set rate for a group booking for a conference to include the use of the conference room, business facilities, leisure facilities, accommodation and meals for delegates <p>All other valid points will be given credit. [1] mark for keyword or phrase [1] for elaboration or examples (1 × [2])</p>	[2]	
	<p>(b) Write down three products that may be placed on the tables in the conference room (AO1)</p> <ul style="list-style-type: none"> • Jugs of water/diluted juice • Glasses • Sweets • Pencils/pens • Headed notepaper <p>All other valid points will be given credit. (3 × [1])</p>	[3]	5
5	<p>All guests staying in a hotel must complete a registration card. Explain three advantages of this practice for the hotel. (AO1, AO2)</p> <ul style="list-style-type: none"> • Guests' details may remain on record for future use, e.g. returning guest • Lost property may be returned using the details recorded • It is a legal requirement and so hotel is complying with the law • Allows reception staff to identify what type of guest is occupying each room • Assists reception staff to identify guests in the event of an evacuation <p>All other valid points will be given credit. [1] mark for keyword or phrase [1] for elaboration or examples (3 × [2])</p>	[6]	6
6	<p>The group is staying at the hotel on a conference package. Explain four reasons why it is important that the front office informs other departments in the hotel of this package. (AO1, AO2)</p> <ul style="list-style-type: none"> • Staff rotas for food and beverage requirements will be organised in advance to cater for the demands of a large group, e.g. early breakfast, coffee breaks, formal dinner • Head chef and restaurant staff will need to be informed about menus and dietary needs of guests in advance so that they may order the food in and cater for two vegetarians • Additional staff may be required in accommodation to ensure the rooms are ready for the guests on arrival and during their stay • Food and beverage department needs to know the extent of the package to ensure they charge for any additional requests 		

		AVAILABLE MARKS
<ul style="list-style-type: none"> • The conference room will need to be set up according to the wishes of the group and serviced daily • Additional equipment may be needed to ensure the speeches and entertainment run smoothly <p>All other valid points will be given credit. [1] mark for keyword or phrase [1] for elaboration or examples (4 × [2])</p>	[8]	8
<p>7 Explain four duties a room attendant will carry out to ensure the bedrooms are ready for the guests. (AO1, AO2)</p> <ul style="list-style-type: none"> • Remove rubbish and replace bag to ensure high standards of cleanliness • Remove and replace used towels to ensure they are clean and fresh for guests' use • Servicing the bathroom to ensure it is clean • Change the bed linen to provide a clean, fresh and welcoming bed • Replace all complimentary products to ensure guests have sufficient supplies • Vacuum all floor areas to ensure the room is free from dust and debris <p>All other valid points will be given credit. [1] mark for keyword or phrase [1] for elaboration or examples (4 × [2])</p>	[8]	8
<p>8 Describe three ways the new conference centre facilities could be environmentally friendly. (AO1, AO2, AO3)</p> <ul style="list-style-type: none"> • Sensor lights in hallway that are only activated when movement is detected • Sensor taps in public toilets to reduce water waste • Dual-flush toilets to reduce water wastage • Hand dryers instead of paper towels to reduce paper wastage • LED light bulbs to reduce electricity costs • Solar panels to use natural energy • Recycling bins provided to allow separation of waste <p>All other valid points will be given credit. [1] mark for keyword or phrase (3 × [2])</p>	[6]	6

- 9 Explain **four** ways the accommodation team will set up the conference room in preparation for the formal dinner. (AO1, AO2, AO3)
- Housekeeping will check the conference room for any maintenance issues to give time for repairs before the room is set up for the formal dinner
 - Housekeeping staff will service the conference room to ensure the room is clean and tidy to host the dinner – floors, windows, soft furnishings etc.
 - Porters will set up the correct number of tables to accommodate all guests attending the dinner
 - Porters will arrange the layout of the tables according to the wishes of the client
 - Maintenance team will set up and check electrical equipment needed for the speeches and entertainment

All other valid points will be given credit.

[1] mark for keyword or phrase

[1] for elaboration or examples

(4 × [2])

[8]

8

- 10 After the group checked out, a pair of trainers was found in a bedroom by the room attendant.

Explain **three** steps that will be taken to deal with this item of lost property.

(AO1, AO2)

- Room attendant will bring the trainers to Housekeeper for safe keeping
- Housekeeper will record details, e.g. description, time, date and room number
- Front office staff will be informed immediately in case an enquiry has been made by guest
- Reception staff will attempt to contact guest to improve customer relations
- Lost property is kept for 6 months to give guests sufficient time to collect

All other valid points will be given credit.

[1] mark for keyword or phrase

[1] for elaboration or examples

(3 × [2])

[6]

6

AVAILABLE
MARKS

- 11** Discuss how the hotel could meet the needs of non-English speaking guests. (AO1, AO2, AO3)
- Signs displayed in a variety of languages to make all guests feel welcome at The Lakeside Hotel
 - Signs with common images to assist the guests in locating areas such as the restrooms and lifts
 - Personalised messages displayed in a range of languages on television screens in their rooms to give a personal touch and make the guests feel valued
 - Menus printed in a variety of languages to ensure guests know what they will be eating
 - Staff trained in common foreign languages to ensure they are able to meet, greet and solve guests' problems
 - A translator may be made available for the duration of the conference to assist with any language difficulties
 - Effective use of non-verbal communication, e.g. smiling, pointing, gesticulating to assist guests
 - All staff reminded to speak slowly and clearly, in simple terms, to ensure guests may understand.

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 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 provision of a conference centre for a hotel. (AO1, AO2, AO3)

AVAILABLE
MARKS

Positive Points

- Allows for hotel to offer a range of services for business users so attracting new customers
- A conference centre may also double up as a function room and can attract weddings, formal dinners and other large groups thus increasing the revenue of a hotel
- Businesses coming to take part in a conference may wish to have accommodation and so additional profit can be made
- As numbers are usually known in advance there should be very little food wastage and so conferences are very profitable for a hotel
- A conference centre may allow a hotel to improve its star rating therefore attracting a wider customer base

Negative Points

- The facilities will be expensive to build and so the hotel will be investing a large amount of money
- Bringing large groups of delegates in at a time may lose the character of a smaller more personal hotel
- Increased volume of customers may result in larger queues building up during check-in and check-out, inconveniencing other guests
- If the facilities are not fully functioning, e.g. wifi or data projectors – it may lead to customer complaints and a loss of reputation
- Increased demand may put pressure on the food and beverage department may lead to a lowering of standards
- Extra staff will be required for conferences and may need training, which is an additional cost for the 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 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. Candidate can only achieve a mark in Level 2 if only positive or negative points are recorded. 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