



**General Certificate of Secondary Education  
January 2019**

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## **Hospitality**

**Unit 2: Reception and Accommodation**

**[GHP21]**

**MONDAY 28 JANUARY, MORNING**

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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 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 Complete the group reservation form. (AO1)

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<b>SCHOOL HOUSE HOTEL, LONDON</b>	
Booking Name: Clarendon High School [1]	
Address: Clarendon High School 68 Clarendon Road	
City/Town: Belfast County: Antrim	
Postcode/Zip code: BT1 1QP [1]	
Contact Persons Name: V Smith [1] Title: Mrs [1]	
Telephone: 028 9061 3011 [1]	
Mobile Number: 07783 714875 [1]	
Email: VSmith747@clarendonhigh.co.uk [1]	
Arrival Date: 17th June 2019 [1] Departure Date: 19th June 2019 [1]	
<u>Type/Number of room(s):</u>	
Single	
Twin	11
Double	
Family	
[1]	
B&B	✓
Half board	
Full board	
Room only	
[1]	
<u>Special Requests:</u>	
Early restaurant booking Tuesday 18th June 2019 [1]	
Late check-out Wednesday 19th June 2019 [1]	
<u>Payment Details:</u>	
Name of Bank: City Bank [1]	
Name of account : Clarendon High School [1]	
Account Number: 677890416 [1]	
Sort Code: 62 /01/28 [1]	

(17 × [1])

[17]

17

		AVAILABLE MARKS
<p><b>2</b> Write down four stages in the customer cycle. (AO1)</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>(4 × [1])</p>	[4]	4
<p><b>3</b> Explain two benefits to a hotel of using a computerised system when taking a reservation. (AO1, AO2)</p> <ul style="list-style-type: none"> <li>• room availability can be instantly checked for guest ensuring that the guest is not waiting too long</li> <li>• automatically recognises a repeat customer when name is entered allowing a more personal service</li> <li>• computer system retains all guest information enabling the hotel to use this to promote or improve hotel.</li> </ul> <p>All other valid points will be given credit  [1] for keyword or phrase  [1] for elaboration or examples</p> <p>(2 × [2])</p>	[4]	4
<p><b>4</b> Write down three pieces of information that should be recorded on the group's registration form. (AO1)</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Arrival date</li> <li>• Onward destination</li> <li>• Passport Number</li> <li>• Place the passport was issued.</li> </ul> <p>All other valid points will be given credit</p> <p>(3 × [1])</p>	[3]	3

5 Explain three ways the accommodation department can save on hotel energy usage. (AO1, AO2)

- Accommodation staff make sure electrical items are switched off in vacant rooms, e.g. TV
- Cards placed strategically in bedroom to remind guests to switch off lights to prevent unnecessary electricity usage
- Room attendant closes windows once bedroom has been serviced to conserve heat
- Provide staff training/check list on energy saving procedures to follow so staff are aware of hotel's environmental policy on energy waste
- Adjust thermostat on heating system to prevent energy wastage.

All other valid points will be given credit

[1] for keyword or phrase

[1] for elaboration or examples

(3 × [2])

[6]

6

6 Describe the job role of the following members of staff within the accommodation department. (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 regarding linen requirements.

All other valid points will be given credit

[1] mark for description

[1] for fuller description

(3 × [2])

[6]

6

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7 Explain two disadvantages for the hotel offering a late check-out service. (AO1, AO2)

- Staff may have to work a longer shift to cater for the needs of the extra guests in the hotel
- Staff may have to begin their shift later to clean the bedrooms once the guests have checked out
- Additional staff may be required in reception as there may be an overlap with guests arriving in the afternoon and the group checking out
- Less profit for the hotel as they may not be able to sell the bedroom for the day of the requested late check-out
- Rooms may not be available/ready on time for new arrivals which creates a bad impression.

All other valid points will be given credit

[1] for keyword/phrase(s), [1] for explanation

(2 × [2])

[4]

4

8 The bill will be paid by the School debit card. (AO2)

Explain **one** advantage and **one** disadvantage of using this as a method of payment.

**Advantages**

- It is a safe method of payment for the guest as it is difficult for another person to get hold of the information needed to make a transaction
- The school will have a record of the payment on the monthly statement. This allows them to keep track and manage their accounts more effectively
- The hotel may take an imprint of the card to guard against the group leaving the hotel without paying.

**Disadvantages**

- The teacher may run up a large bill in excess of the allocated budget for the trip
- The card may be stolen or used fraudulently and so the school will be inconvenienced.

All other valid points will be given credit

[1] mark for keyword or phrase

[1] mark for explanation

(2 × [2])

[4]

4

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9 Mrs Smith is upgraded to a VIP room.

Explain three advantages to a guest who is upgraded and classified as a VIP.  
(AO1, AO2)

- Staff will cater for her individual needs making her feel valued
- Accommodation may provide fresh flowers on daily basis to enhance room environment for guest
- Free courtesy transport which is more convenient for guest
- Upgrade of courtesy tray to provide the guest with a greater range of items to choose from
- Free use of health spa making the guest's stay more enjoyable
- The room is more spacious and luxurious for guest to relax in
- Complimentary products included, e.g. newspaper, creating a more tailored service for guest

All other valid points will be given credit

[1] for keyword/phrase(s), [1] for explanation

(3 × [2])

[6]

6

10 One of the students has left a set of headphones behind in the room.

Explain four steps the room attendant should take after finding them. (AO1, AO2)

- The room attendant should inform reception or head housekeeper in case the guest has enquired about the lost item
- Details of lost item should be recorded in the lost property book to assist with identifying the owner
- The item should be stored in the designated area so it can be easily located
- The item should be kept for six months to allow guest time to reclaim item.

All other valid points will be given credit

[1] for keyword/phrase(s), [1] for explanation

(4 × [2])

[8]

8

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11 The School House Hotel receives many telephone enquiries from customers.

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

- 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 an 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 The School House Hotel uses key cards for entry to their bedrooms.

Evaluate the use of key cards in hotels. (AO3)

Advantage

- Lightweight and easy to carry
- The card can be re-coded a number of times
- They can be coded to only allow access to certain areas
- They can be used to advertise the hotel with the use of the hotel name and logo on the front of the card and its paper envelope/case
- If lost, guest can quickly get a replacement
- Cards can be programmed for the number of guests staying in a room
- Can be used as a means of identification within the hotel.

Disadvantage

- Key cards like most credit cards are magnetically charged. If you put your key card against mobile phones, magnets, electronics, other credit cards, or anything of the like, they can become deactivated
- Expensive to install the equipment and to complete the change-over from manual keys
- Personal information is retained on the card and may lead to fraud
- Sometimes the cards are not encoded correctly and you can not gain entry to your room
- Easy to misplace or lose
- If lost in the hotel, another guest could charge items to your room.

[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**

**AVAILABLE  
MARKS**

9

**80**