



**General Certificate of Secondary Education
2011**

Hospitality
Assessment Unit 2
assessing
Reception and Accommodation
[GHP21]
FRIDAY 27 MAY, AFTERNOON

**MARK
SCHEME**

An Italian athletic club will be attending an amateur sports tournament, to be held in County Antrim. The team consists of 10 athletes and their manager, Mr Roberto Rossi. Mr Rossi has made reservations at the Antrim Castle Hotel for 11 single rooms including breakfast and evening meal. The total cost for each athlete is £550. Mr Rossi has paid this in full to the hotel using the team's VISA debit card.

The athletes will be arriving on Wednesday 17 August and departing on Sunday 21 August 2011.

Mr Rossi has requested that all evening meals are served in the main dining room no later than 6.30pm.

The day before the team's arrival Mr Rossi telephoned the Antrim Castle Hotel to ensure all his requests had been noted by the reception team.

On arrival at the hotel, one member of the team could not collect his key card as the housekeeping department were still servicing the bedroom. Mr Rossi also requested the use of a private conference room each morning where he could brief the athletes. On the second morning when Mr Rossi and the athletes entered the conference room it was not set up as requested. Mr Rossi complained to the duty manager.

When Mr Rossi made this booking the following information was required by the receptionist:

- card number: 6184 9325 1646 4334
- expiry date: 06/2015
- address: 82 Via dei Liguri, Roma
- telephone number: 0039 06 484 6323
- email address: r.rossi@italiaathletico.com

1 Using the information provided complete the reservation form.

ANTRIM CASTLE HOTEL Reservation Form

Contact Name: Roberto Rossi [1]

Address: 82, Via dei Liguri Tel: 0039 06 4846323 [1]
Roma [1]

Email: r.rossi@italiaathletico.com [1]

Arrival Date: 17/08/2011 [1] Departure Date: 21/08/2011 [1]

Number of rooms: 11 [1]

Type of room:

| | |
|------------|---|
| S | ✓ |
| D | |
| T | |
| F | |
| STE | |

[1]

Special Requests:

Conference room each morning to brief athletes.
_____ [1]

Meal served in the dining room no later than 6.30pm.
_____ [1]

Payment Method: VISA debit card [1]

Card Number: 6184 9325 1646 4334 [1]

Expiry Date: 06/2015 [1]

[13]

13

2 (a) Write down **four** duties a room attendant has to carry out on a daily basis.

- changing bed linen and towels
- making beds
- replenish courtesy tray
- tidying rooms
- cleaning and polishing furniture
- cleaning en suite
- washing floors
- vacuuming
- restocking guest supplies, e.g. shampoo and soap
- checking general condition of the room and notifying line manager of any damage or malfunction.

All other valid points will be given credit

(4 × [1])

[4]

4

(b) Explain **two** ways the housekeeping department can encourage staff and guests to be environmentally friendly.

- switch off lights when rooms are not being used to save electricity
- turn down the air conditioning unit/heating system when servicing the room to save energy
- display a notice asking guests to place used towels on the floor to avoid replacing and laundering unused towels
- use environmentally friendly cleaning products to reduce pollution
- promote the policy of recycling waste, e.g. paper and waste.

All other valid points will be given credit

[1] mark for key word or phrase

[1] mark for full explanation or example

(2 × [2])

[4]

4

3 Write down **three** pieces of information that could be recorded on a room status report.

- a stay
- a departure
- vacant and ready for reletting
- unavailable owing to redecoration/repairs.

All other valid points will be given credit

(3 × [1])

[3]

3

- 4** Write down **three** services the concierge may provide for their team during their stay.
- help with luggage on arrival
 - booking trips and theatre tickets
 - directions to local attractions
 - arrange car hire
 - arrange taxi transport.
- All other valid points will be given credit
(3 × [1]) [3] 3
- 5** Write down **two** advantages of a wake-up call service for guests.
- guest has reassurance that they will not “sleep in”
 - telephone will continue to ring until guest answers the telephone call
 - no additional charge for guests to avail of this service.
- All other valid points will be given credit
(2 × [1]) [2] 2
- 6** Mr Rossi telephoned the hotel before the team’s arrival. Explain why the tone and pitch of the receptionist’s voice is important when speaking to Mr Rossi on the telephone.
- receptionist is professional, which gives a positive impression of hotel
 - a varied pitch demonstrates interest and enthusiasm for the hotel
 - allows guest to clearly understand the conversation and maintain satisfaction.
- [1] mark for key word or phrase
[1] mark for full explanation or example
(2 × [2]) [4] 4
- 7** Write down **five** steps a receptionist should follow when answering a telephone call.
- answer promptly – three rings
 - greet caller using your name and identify establishment
 - offer help/assistance
 - make notes if necessary
 - answer query/make reservation
 - check/confirm details with customer
 - thank caller and say goodbye.
- All other valid points will be given credit
(5 × [1]) [5] 5

8 The reception and accommodation departments within the Antrim Castle Hotel work closely together.

(a) Explain **three** reasons why it is important they have close links.

- inform Accommodation department of how many guests are arriving and departing on a daily basis to allow rooms to be prepared
- alert Accommodation department on the arrivals of any VIPs and the individual requirements to be met
- to ensure any special requests made by the guest during reservation stage have been carried out to maintain customer satisfaction
- inform Accommodation department of any accidents, breakages, etc. in any of the rooms to allow department to clean up immediately
- reception can inform accommodation department during busy periods to ensure sufficient staff levels.

[1] mark for key word or phrase

[1] mark for full explanation or example

(3 × [2])

[6]

(b) Describe **four** activities that would be carried out by the reception department.

- handle telephone and Internet enquiries about availability and rates and encourage customers to make a booking when they make an initial enquiry
- make the booking/reservation for guests to ensure room is reserved as requested
- check guests in to allow guests to access their hotel rooms
- ensure guests' needs are met whilst staying in the hotel by communicating effectively with other departments
- encourage the hotel guests to spend money in other departments of the hotel to generate revenue
- prepare guests' account to finalise and settle bill
- check guests out following their stay and update room status.

[1] mark for basic description

[1] mark for full description

(4 × [2])

[8]

14

9 Mr Rossi made a complaint to the duty manager about the conference room not being set up as requested.

Explain **two** reasons why it is important that the duty manager remains calm and polite when dealing with Mr Rossi's complaint.

- Mr Rossi will be more likely to return to the hotel if the problem is resolved
- Mr Rossi will go away satisfied that he has been listened to and his complaint was taken seriously
- all guests should be treated with respect and courtesy to make them feel valued
- by remaining calm the duty manager avoids attracting attention to the situation and disrupting other guests in the surrounding area.

[1] mark for key word or phrase

[1] mark for full explanation

(2 × [2])

[4]

4

10 Explain **three** benefits to Mr Rossi of using the team's visa debit card during their visit.

- convenient as Mr Rossi can purchase tickets, make reservations over the Internet/phone
- secure – Mr Rossi not carrying large amounts of cash which could be lost/stolen
- exchange rate – Mr Rossi may get a better rate daily
- accessible – wide range of outlets accept this as form of payment
- flexible – can be used in a variety of situations during his stay.

[1] mark for key word or phrase

[1] mark for full explanation or example

(3 × [2])

[6]

6

11 Discuss how the hotel staff could meet the needs of their non-English speaking guests.

- use of common phrases/words by the hotel staff dealing with customers
- all guests from the same party on the same floor within hotel
- use of pictures/images to help guests locate products/services within the hotel
- use a variety of communication methods to ensure guests receive message
- interpreter to liaise with guests and speak on their behalf
- staff speak slowly and clearly to allow guests to try and understand key words/phrases
- staff avoid using slang terms as this may confuse guests
- designated member of staff to deal with all guests' needs as this will make the guests feel more relaxed and able to ask questions.

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 three or more 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

More than five 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** Cleaning schedules are used by accommodation departments. Evaluate their use within the hotel.

Advantages:

- housekeepers know exactly what cleaning has to be carried out to avoid wasting time
- training will be kept to a minimum as all staff will have a schedule to follow
- supervisors/managers will be able to carry out spot checks on rooms and select certain areas to check which should be clean
- all rooms cleaned to the same standard to ensure consistency between room attendants
- individual staff know the procedures and standards to be met within each area of the organisation.

Disadvantages:

- housekeepers may get complacent on cleaning duties
- some tasks may be seen as less important than others
- rooms may be modernised and cleaning schedule not up-to-date, appropriate or suitable
- housekeeping staff may have their own routine of how to clean a room and the recommended schedule may be a hindrance
- cleaning schedule may slow the speed and pace of how a room is cleaned down resulting in less rooms being cleaned in a certain period of time
- staff may stick too rigidly to the schedule and not take into account emergency situations or unforeseen cleaning.

[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 a candidate only provides positive or negative answers they can only be awarded a maximum of [6].

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

9

80