

FOR OFFICIAL USE

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Total

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X052/201

NATIONAL
QUALIFICATIONS
2007

THURSDAY, 7 JUNE
9.00 AM – 10.30 AM

HOSPITALITY
RECEPTION AND
ACCOMMODATION
OPERATIONS
INTERMEDIATE 2

Fill in these boxes and read what is printed below.

Full name of centre

--

Town

--

Forename(s)

--

Surname

--

Date of birth

Day Month Year

--	--	--	--	--	--	--	--

Scottish candidate number

--	--	--	--	--	--	--	--

Number of seat

--

Candidates should answer ALL questions in the spaces provided.

Questions 1–6 are based on the information provided about the Woodedge Lodge.

Questions 7–12 are based on the information provided about the Millennium Hospital.

The information about both the Woodedge Lodge and the Millennium Hospital is provided on the case study sheet issued by the invigilator.

1. Try to answer every question in this paper.
2. Read the whole of each question before you answer it.
3. Write your answers in the spaces provided. Additional space for answers can be found at the end of this book.
4. Before leaving the examination room you must give this book to the invigilator. If you do not you may lose all the marks for this paper.



Marks

Questions 1–6 are based on the information provided in the case study for the Woodedge Lodge.

Candidates should attempt ALL questions.

1. List **six** roles carried out by the receptionist in the Woodedge Lodge.

1	_____	
2	_____	
3	_____	
4	_____	
5	_____	
6	_____	

3

2. State a tariff structure (not price) for the Woodedge Lodge and explain why this would be appropriate.

Tariff structure _____

Why appropriate _____

2

3. A guest wishes to leave some of her jewellery at reception for safekeeping. Describe an appropriate procedure for both deposit and return of the guest's valuables.

Deposit _____

2

Return _____

1

Marks

4. Using the information given below complete the blank restaurant summary sheet for Woodedge Lodge restaurant.

Table number	1	2	3	4	5
Bill number	48	49	50	51	52
Number of covers	11	4	6	5	7
Food sales	115·00	63·00	68·00	51·00	79·00
Beverage sales	54·20	0	25·95	12·30	39·26
Payment method	Guest account Room 3	Cash	Cash	Credit card	Debit card

Woodedge Lodge Restaurant – Cashier Summary Sheet								
Bill number	Table number	Number of covers	Food	Beverages	Total	Cash	Debit/ Credit card	Guest account
Totals								

10

[Turn over]

Marks

5. The person who delivers flowers each week to the reception area is always paid from petty cash. List the information which should be recorded on a petty cash voucher when making the payment.

1	_____
2	_____
3	_____
4	_____
5	_____
6	_____

3

6. (a) List the information you would legally require to record from a non-British guest when they arrive at the Woodedge Lodge.

1	_____
2	_____
3	_____
4	_____
5	_____
6	_____

3

- (b) Identify **two** procedures that should be followed before checking in a chance guest rather than a guest with an advance reservation.

1	_____
2	_____

1

Marks

Questions 7–12 are based on the information provided in the case study for the Millennium Hospital.

7. List **two** of the main roles of the following personnel.

Domestic Supervisor

1 _____

2 _____

Hotel Services Manager

1 _____

2 _____

2

8. Explain why high standards of cleanliness are essential in the Millennium Hospital.

3

9. Identify an appropriate hygiene standard for each of the following areas in the hospital and explain why each is appropriate for that area.

(a) Operating theatre

Standard _____

Explanation _____

(b) Hospital Ward

Standard _____

Explanation _____

3

[Turn over

*Marks***10.** For each of the following surfaces

Floor — non-slip vinyl

Shower cabinet — ceramic

- (a) List the equipment and cleaning agent(s) required for each task.
- (b) Describe the appropriate cleaning procedure which should be used to ensure cleaning to the appropriate standard.

Floor	
Cleaning Equipment	
Cleaning Agent	
Procedure	
Shower Cabinet	
Cleaning Equipment	
Cleaning Agent	
Procedure	

1

2

1

2

11. Identify **four** different types of soilage found in the hospital. Give **one** example of each type and its method of transmission.

	Soilage Type	Example	Method of transmission
1			
2			
3			
4			

6

Marks

12. (a) Identify **four** factors which should be considered when choosing an electric floor scrubber for use in patient areas of the Millennium Hospital.

1 _____

2 _____

3 _____

4 _____

2

(b) State **three** safety rules which should be observed when using electrical cleaning equipment.

1 _____

2 _____

3 _____

3

Total marks for the Woodedge Lodge	(25)
Total marks for the Millennium Hospital	(25)
Total Marks	50

[END OF QUESTION PAPER]

ADDITIONAL SPACE FOR ANSWERS

Marks

ADDITIONAL SPACE FOR ANSWERS

Marks

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HOSPITALITY
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INTERMEDIATE 2

Case studies

The case studies printed in this booklet should be used when answering the questions in the Hospitality: Reception and Accommodation Operations Intermediate 2 examination.



Case Study 1 — The Woodedge Lodge

The Woodedge Lodge is part of a small group of hotels providing reasonably priced accommodation.

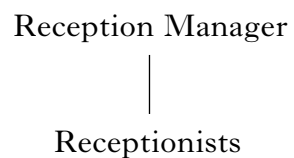
It is situated on the edge of a tourist area within easy reach of major road networks.

The Woodedge Lodge has 50 en-suite bedrooms, of these 10 are twin bedded and the remainder are family rooms.

The Woodedge Lodge provides continental breakfast and evening meals only in its restaurant.

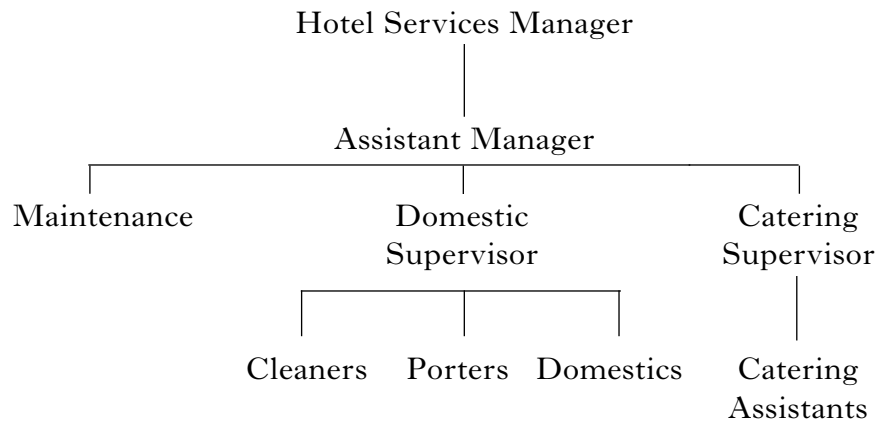
All rooms are provided with tea/coffee making facilities, TV and telephone.

The reception department has the following organisational structure.



Case Study 2 — The Millennium Hospital

The Millennium Hospital is a general hospital with 250 beds. The hotel services department is responsible for accommodation and facilities servicing. The organisational structure is:



Each ward has 25 beds consisting of 5×4 bedded areas and 5 single rooms with private facilities. Each area has its own bathroom and sluice facilities. The wards have been decorated and furnished to enable appropriately high standards and services.

[END OF CASE STUDIES]

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