

X052/202

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 11 JUNE
9.00 AM – 10.30 AM

HOSPITALITY
RECEPTION AND
ACCOMMODATION
OPERATIONS
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 — Arduaine House Hotel

Arduaine House Hotel is a 4 star privately owned hotel. It is situated in a popular tourist area approximately 15 miles from a small but busy town on the West Coast of Scotland. Arduaine House was converted into an hotel in the early part of the last century and a major extension to the bedroom accommodation built in the late 1980s.

The 50 bedrooms have en-suite bath, shower and toilet facilities and are made up of 30 twin, 15 double-bedded rooms and 5 family rooms. All the twin bedded rooms are in the extension and have a superb view out to sea.

Services and facilities offered by the hotel include a breakfast room, dining room and cocktail bar, Arduaine Bistro restaurant and bar, residents lounge and a large function room. The hotel offers a 24 hour room service and a guest laundry service. Tours to local areas of interest, boat trips to the nearby islands and sea fishing trips can be arranged by reception.

The hotel has built up a very successful business based on tourists with many returning year after year.

The reception department has the following organisational structure.

Reception Manager

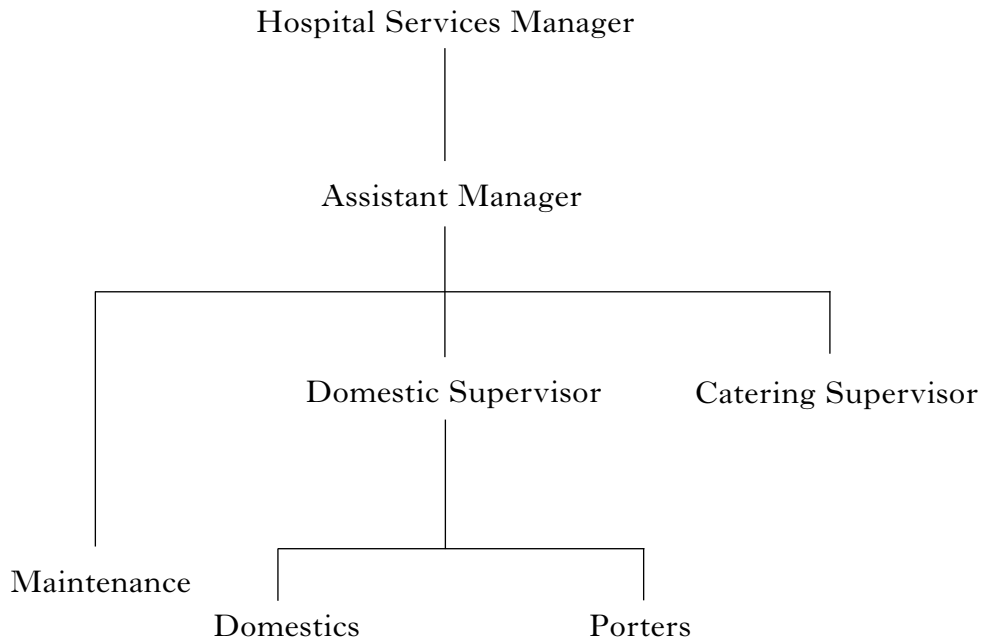


Case Study 2 — Forth Royal Infirmary

Forth Royal Infirmary is a new general hospital with 280 beds. Each of the 14 wards has 20 beds consisting of four 4-bedded areas and 4 single rooms with private facilities. Each area has its own bathroom and sluice facilities. Each ward has a patient day room.

Control of infection is of paramount importance and much thought has gone into the design and surface finishes used in wards, treatment areas and ancillary areas such as kitchens.

The hospital services department is responsible for accommodation and facilities servicing and has an organisational structure as follows.



[END OF CASE STUDIES]

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