

FOR OFFICIAL USE

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Total

X052/201

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 11 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

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Scottish candidate number

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Number of seat

Candidates should answer ALL questions in the spaces provided.

Questions 1–6 are based on the information provided about Arduaine House Hotel.

Questions 7–14 are based on the information provided about Forth Royal Infirmary.

The information about both Arduaine House Hotel and Forth Royal Infirmary 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 Arduaine House Hotel.

Candidates should attempt ALL questions.

1. List **four** roles carried out by the Reception Manager at Arduaine House Hotel.

1 _____

2 _____

3 _____

4 _____

2

2. List the information that must be recorded when foreign guests register at Arduaine House Hotel.

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

3

Marks

3. Identify the type of tariff (**not price**) which a receptionist at Arduaine House Hotel is likely to offer guests staying in the hotel for several nights.

Tariff _____

Explain why this tariff would be appropriate.

2

4. Identify **two** tasks undertaken by reception at **each** of the following stages in the stay of a guest.

Before check-in

Task 1 _____

Task 2 _____

At check-in

Task 1 _____

Task 2 _____

During a guest's stay

Task 1 _____

Task 2 _____

On departure of a guest

Task 1 _____

Task 2 _____

4

[Turn over

Marks

5. Using the information given below, complete the restaurant bills and the summary sheet for Arduaine Bistro.

Bill No. 017 Arduaine Bistro		Bill No. 018 Arduaine Bistro	
Table No. 3	No. covers 4	Table No. 8	No. covers 5
	£		£
4 lunches @ £6.50	26.00	5 lunches @ £8.50	42.50
3 glasses red wine @ £2.20	6.60	2 bottles Bin 28 @ £12.00	24.00
1 glass orange juice @ £1.20	1.20		
Total (Room A/C No. 24)		Total (Paid by cheque)	

Bill No. 019 Arduaine Bistro		Bill No. 020 Arduaine Bistro	
Table No. 5	No. covers 4	Table No. 2	No. covers 2
	£		£
4 lunches @ £8.50	34.00	2 lunches @ £6.50	13.00
1 bottle Bin 16 @ £12.00	12.00	2 glasses of white wine @ £2.20	4.40
Total (Paid by cash)		Total (Paid by Switch)	

Bill No. 021 Arduaine Bistro	
Table No. 7	No. covers 8
	£
8 lunches @ £8.50	68.00
2 bottles Bin 12 @ £9.50	19.00
Total (Paid by credit card)	

Marks

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5. (continued)

Arduaine House Hotel–Cashier’s Summary Sheet

Arduaine Bistro		Restaurant Cashier’s Summary Sheet						
Bill No.	Table No.	No. of covers	Food	Beverages	Total	Cash/ cheque	Debit/ Credit Cards	Guest Account
Totals								

10

[Turn over

Marks

6. The Reception Manager has responsibility for ordering and storage of stationery. Describe **two** procedures to be followed at **each** of the stages in stock control.

Ordering

1 _____

2 _____

Receiving

1 _____

2 _____

Storage

1 _____

2 _____

Issuing

1 _____

2 _____

4

Marks

Questions 7 – 14 are based on the information provided in the case study for Forth Royal Infirmary.

7. List **four** roles carried out by the Domestic Supervisor at Forth Royal Infirmary.

1 _____

2 _____

3 _____

4 _____

2

8. Identify and define an appropriate cleaning standard for **each** of the following areas in the hospital.

Explain why **each** standard is appropriate for that area.

Operating Theatre

Standard _____

Definition _____

Explanation _____

Hospital Ward

Standard _____

Definition _____

Explanation _____

5

[Turn over

Marks

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

	Soilage Type	Example	Method of Transmission
1			
2			
3			
4			

6

10. Define the following terms and give **one** example of **each** task which would be carried out in the wards of the Forth Royal Infirmary.

Check Clean

Definition _____

Example _____

Periodic Clean

Definition _____

Example _____

3

Marks

11. Identify **one** suitable material which could be used for **each** of the following areas to facilitate the control of infection in the hospital. Explain why **each** is appropriate.

Ward Floors _____

Why appropriate _____

Staff Washhand Basins _____

Why appropriate _____

3

12. Identify a suitable cleaning agent (**not brand**) for use on **each** of the following hospital surfaces.

Ceramic WC pan _____

Kitchen extraction canopies _____

Laminate topped dining tables _____

Glass door panels _____

2

13. List **four** factors that should be considered when choosing a vacuum cleaner for use in patient areas of the Forth Royal Infirmary.

1 _____

2 _____

3 _____

4 _____

2

14. List **four** safety rules which should be followed when using electrical cleaning equipment.

1 _____

2 _____

3 _____

4 _____

2

Total marks for Arduaine House Hotel (25)

Total marks for Forth Royal Infirmary (25)

[END OF QUESTION PAPER]

Total marks (50)

ADDITIONAL SPACE FOR ANSWERS

Marks

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