2008 Hospitality

Reception & Accommodation Operations Intermediate 2

Finalised Marking Instructions

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2008 Hospitality Intermediate 2

Reception and Accommodation Operations

1. Total of 2 marks, ½ mark for each of 4 from:

- Organise work rotas
- Induction of new staff
- Arrange staff training
- Monitor staff performance
- Attend meetings
- Allocate rooms

These lists are not exhaustive and candidates should be given credit for other appropriate roles not included above.

2. Total of 3 marks, ½ mark each for:

- Full name
- Nationality
- Date of arrival
- Passport No. and date and place of issue
- Next destination (if known)
- Date of departure

3. Total of 2 marks, ½ mark for tariff structure and 1½ for explanation.
Tariff structure, either: B&B or Half Board.

Explanation – either appropriate because of market catered for ie tourists who may not wish to return to the hotel in the middle of the day for lunch. The hotel is in a fairly isolated area and can provide lunch and dinner with a choice of restaurant and price if required.

4. Total of 4 marks, ½ mark for each of 2 correct tasks at each stage from:

Before check-in

- Deal with enquiries
- Take reservations
- Assign rooms
- Prepare arrivals list

At check-in

- Guest registration
- Issue of key/keycard
- Arrange/check method of payment
- Answer queries
- Sell hotel services/facilities

During a guest's stay

- Arrange tours/excursions
- Handle guests mail/messages
- Exchange currency
- Deal with enquiries
- Book internal services
- Deal with special requirements
- Maintain security

On departure of a guest

- Check-out guests
- Settle guests accounts
- Accept payment
- Arrange transportation
- Arrange collection of luggage
- Book onwards

5. Total of 10 marks, ½ mark for completion of each of bills 017-020 as follows:

- 017 – £33.80
- 018 – £66.50
- 019 – £46.00
- 020 – £17.40

1 mark for bill 021:

- 021 – £87.00

½ mark for each correct entry of restaurant bills (2½ marks)
1 mark for correct total for food, beverage, and total columns:

- Food – £183.50
- Beverage – £67.20
- Total – £250.70

1 mark for correct total of cash/cheque, debit/credit, guests account (1½ marks)

- Cash/cheque – £112.50
- Debit/credit – £104.40
- Guests account – £33.80

6. Total of 4 marks, 1 mark to be awarded for each stage.
Ordering. ½ mark for each of 2 from:

- Complete order form in duplicate/triplicate
- Obtain authorisation signature
- Send order to supplier, retailer, retaining a copy for records
- Copy of order sent to control office

Receiving. ½ mark for each from:

- Check quality and quantity against order and delivery note
- Sign delivery note, make a note of any shortfall or returns

Storage. ½ mark for each of 2 from:

- Store goods on appropriate racks/shelves
- Ensure store-room is secure with only authorised access
- Rotate stock
- Enter goods into goods received book
- Complete stock/bin cards

Issuing. ½ mark for each of 2 from:

- Issue only against authorised requisition
- Amend stock/bin card to take account of issue of goods
- Retain copy of requisition for records
- Rotate stock

7. Total of 2 marks, ½ mark for each of 4 roles from:

- Organise work rotas
- Order cleaning materials/equipment
- Supervise staff
- Monitor cleaning standards
- Organise staff training
- Control lines supplies

8. Total of 5 marks, ½ mark for each standard, 1 mark for each correct definition and 1 mark for each correct explanation.
Operating Theatre:
Standard – BS 5295
Definition – highest standard of appearance, infection control and dust control.
Explanation – required in an operating theatre because bacterial infection of wounds must be prevented; also people who are ill are very vulnerable to infection.
Hospital Ward:
Standard – hygienically clean
Definition – high standards of cleanliness and appearance
Explanation – essential to prevent cross infection where patients are ill and their immune systems may be compromised.

9. Total of 6 marks, ½ marks for each of 4 correct types of soilage, ½ mark for each of 4 correct examples, ½ mark for each of 4 correct methods of transmission.

Soilage Type	**Example**	**Method of Transmission**
Litter	Paper, cans, paper cups.	Brought into building by visitors, staff, arising inside the building from vending machines.
Dust	Fine particles from clothing, dead skin cells, hair, bacteria and their spores.	From patients, staff, visitors, in air through windows, doors. Caused by incorrect cleaning procedures.
Grit	Particles from the fabric of the building. Mineral particles.	From feet of visitors and staff.
Proteins/fats	Food particles.	A result of catering operations within the hospital.
Stains/chemical soilage	Blood, urine.	Transmission from patients, spillage.

10. Total of 3 marks, 1 mark for each correct definition, ½ mark for 1 correct example of each type of task.

Check Clean
Definition – a cleaning task which is carried out several times a day as necessary.
Examples – emptying waste bins, mopping of floors, cleaning toilet areas in wards, cleaning of staff wash hand basins, wiping of tables/bedside tables.

Periodic Clean
Definition – work carried out less than weekly, often only a few times a year and sometimes requiring special equipment and specialist staff.
Example – window cleaning, cleaning of ceilings, walls, light fittings, paintwork, shampooing of carpets.

11. Total of 3 marks, ½ mark for each of one suitable material for each surface.
1 mark for each correct explanation of why appropriate.

Ward Floors:
- Heavy duty washable carpet eg Flotex
- Heavy duty vinyl

Explanation – a surface is needed which can be cleaned with a vacuum cleaner in order to remove dust effectively and can also be scrubbed to remove stains/spillage.

Staff Washhand Basins:
- Stainless steel

Explanation – stainless steel can be cleaned to a high standard and is easy to clean, durable, abrasion resistant and impervious.

12. Total of 2 marks, ½ mark for each of 4 appropriate cleaning agents:

Ceramic WC pan – acid toilet cleaner or bleach
Kitchen extraction canopies – degreaser/alkaline detergent
Laminate topped dining tables – bactericidal detergent
Glass door panels – liquid detergent solution with addition of vinegar

13. Total of 2 marks, ½ mark for each of 4 correct factors to consider in choice of vacuum cleaner from:

- Filtration
- Noise
- Ease of use
- Weight/portability
- Durability
- Power of motor
- Maintenance required

14. Total of 2 marks, ½ mark for each of 4 factors from:

- Check condition of plug and flex
- Ensure hands are dry before switching on the machine
- Ensure machine is switched off before switching on at socket
- Do not pull plug from socket by flex
- Report any damage to supervisor
- Place warning notice in area of cleaning operation

[END OF MARKING INSTRUCTIONS]