

Edexcel GCE

Applied Information and Communication Technology

Unit 9: Communications and Networks

May 2012

Scenario

Paper Reference

6959/01

The scenario should be distributed to candidates at least three working weeks before the examination.

Note: There are **no** practice files for this examination.

This scenario should be used for the purposes of preparing candidates for the examination. This copy **must not** be taken into the examination. The information contained in the scenario will be included in the examination paper.

Further details are in the Instructions for the Conduct of Examinations (ICE), available from the Edexcel website for this qualification.

Edexcel will not accept any request for special consideration should candidates be given the incorrect scenario for the examination they are sitting.

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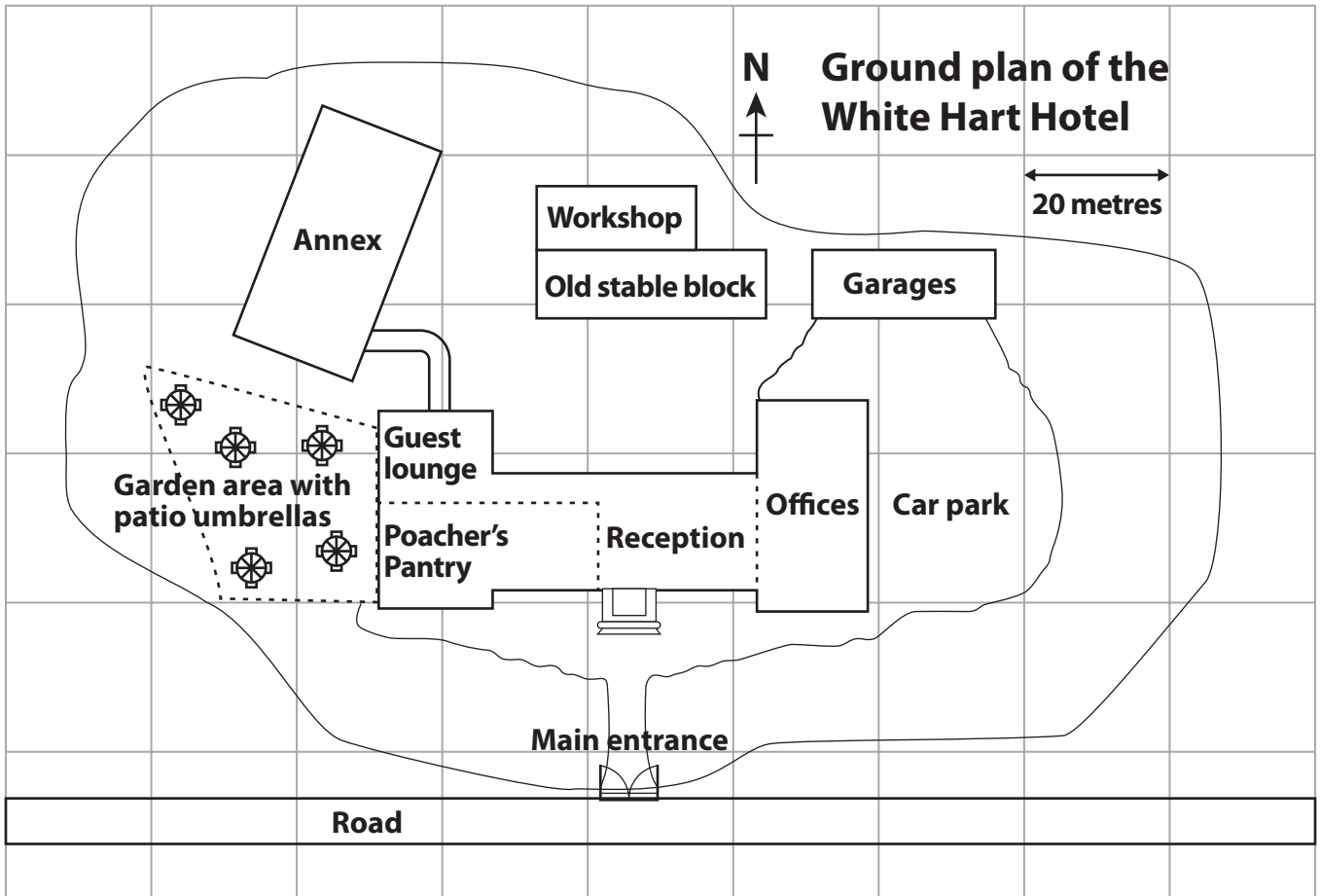
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Scenario

The White Hart Hotel

The White Hart is a sixty-bedroom hotel. It has been losing money for the last few years. Although the hotel has few residential guests, its Poacher’s Pantry bar and restaurant is popular with local people and has been subsidising the rest of the hotel.

The hotel is based on a 15th century manor house with an assortment of outbuildings. There is also a modern bedroom annex, connected to the manor house by a covered walkway. The ground plan is shown in the sketch map.



The garages, stable block and workshop are single storey buildings. The annex has three storeys, with 20 bedrooms on each floor.

The main building has two storeys. The ground floor layout is shown on the plan. The first floor is divided in two. The eastern part is the owner’s apartment and the western part is an open space, which is used as a function room. The two parts are separated by a hallway with a staircase running down to the reception area.

The White Hart has recently been purchased by Richard and Anne Woodstock. The Woodstocks have been managing hotels and restaurants for many years but this is their first time as owners.

The main building retains features from the 15th and 16th centuries. It is Grade II listed, which means that there are restrictions on making alterations to the building. The outbuildings and bedroom annex are not listed, but any new buildings or extensions of existing ones would require an archaeological survey. The potential costs involved have deterred previous owners from making changes. Richard and Anne are aware of the issues involved and intend to keep to the current ground plan and avoid anything that involves digging.

The Woodstocks want to change the nature of the business by reducing the number of hotel bedrooms and creating a business and conference centre. The ground and first floor bedrooms will be replaced by five meeting rooms on each floor. They also want to include outdoor dining facilities for the Poacher's Pantry. You are the IT consultant for the project.

The Woodstocks have used a wide range of office and specialist hotel management systems, but have always been able to call on company IT staff to deal with any problems. Now that they have their own business, they want to have a working knowledge of any systems that are installed so that they can fix minor problems themselves.