

## Task B6

Jayesh is preparing a report for the August meeting of the hotel management board.

He has saved notes for the report in files called **AUGMTG1**, **AUGMTG2** and **AUGMTG3**.

**OPEN** a new document using word-processing software.

**ENTER** "Task B6" and your name, candidate number and centre number in the footer.

**SAVE** the word-processed document as **TASK B6**.

### Task B6a

Produce the report bringing together text and images.

(i) The report must include:

- the **SREH LOGO** that you created in **Task A4a**
- a suitable title
- the text from the notes in **AUGMTG1**, **AUGMTG2** and **AUGMTG3**.

(3)

**RESAVE TASK B6.**

**DO NOT PRINT** at this stage.

(ii) The report must also include:

- the total income and total revised income you calculated in **Task A2a** and **Task A2b**
- a recommendation about whether to introduce the discount.

Justify your recommendation.

(3)

**RESAVE TASK B6.**

**DO NOT PRINT** at this stage.

### Task B6b

Format the report so that:

- it fits on **one** side of A4
- is well organised and fit for purpose.

(4)

**RESAVE TASK B6.**

**PRINT TASK B6.**

**(Total for Task B6 = 10 marks)**

**INTERNATIONAL GCSE ICT (4IT0/02)**  
**2017 SAM Mark Scheme**

Task	ANSWER	Marks	AO
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**B6**

**REPORT FOR THE AUGUST MEETING OF THE MANAGEMENT BOARD**

**FINANCIAL REPORT**

I have been analysing the financial situation in the hotel group. I have noted that the average occupation of rooms in the 24 hotels is 80%. On this basis the total daily income in the group is £113,733.96. Whilst this is a healthy picture I would like to increase the occupation percentage to 85% in order to do this I have looked at the impact of offering a discount based on the hotel grade. I have used discount percentages shown in this table.

**Grade Discount**

3	10.0
4	7.5
5	5.0

Using these percentage discounts I have calculated that the revised total daily income is £114,732.46.

My recommendation is that we do not introduce this discount as the total income is less than without the discount.

**STAFF INCENTIVE SCHEME**

I have been approached by the representatives of the staff. They have asked whether the Management Board would consider the introduction of a staff incentive scheme. They propose that a bonus might be given to staff when excellent reviews for their customer service are received. This would apply to all staff. They further propose that it would be possible for each hotel to accumulate points from the reviews from customers and those hotels with the highest total number of points during the quarter would get a staff reward. They have suggested that the reward could be monetary or possibly a free weekend stay in one of the hotels in the group. I responded that I would bring it to the board for discussion.

**NEW HOTEL**

We recently opened a new hotel in Malaga in Spain. I am pleased to report that we have had a good response with several reservations already booked in. I have appointed Ms Maria J. Lopez-Villa as the manager and she has been ably assisted by Mr Alfredo Bastos in preparing for the opening. We had a magnificent opening with many familiar celebrity names at the gala ceremony. Partying went on long into the night in the Grand Ballroom. We will be holding the October Management Board Meeting in the Malaga Bastos hotel so that the board can see for yourselves.



a	i	1	Document has a suitable title must include 'August' and 'Management Board'.	1	1
		2	Logo inserted in bottom left of document.	1	2
		3	Text from the files AUGUSTMTG1, AUGUSTMTG2 and AUGUSTMTG3.	1	2
	ii	1	Total income and revised income calculated in Task A2 inserted.	1	2
		2	Recommendation about discount included.	1	3
		3	Recommendation is sensible – e.g. reflecting possible increased income from some hotels but overall loss of income for the hotel group.	1	3
	b		1	Consistent use of font style and sizes for title, subheadings and body text.	1
2			Consistent alignment of text.	1	2
3			Appropriate use of spelling and grammar checker to remove errors in spelling and grammar.	1	2
4			Report fits to one side A4 – balanced with no excessive white space and is fit for purpose.	1	3
Total for Task B6				10	