



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

## MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

HOTEL RECEPTION N6

3 JUNE 2016

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**SECTION A****QUESTION 1**

- 1.1      1.1.1      International Corporate Hotels  
             1.1.2      Hotel Consortiums  
             1.1.3      Small Hotel Groups  
             1.1.4      Major National Hotels  
             1.1.5      Small Hotel Groups  
(5 × 1)      (5)
- 1.2      1.2.1      Tour rates  
             1.2.2      Stop-go chart  
             1.2.3      Release time/6 p.m. release  
             1.2.4      Demi-pension (half board/modified American plan)  
             1.2.5      Connecting room  
(5 × 1)      (5)
- 1.3      • Ability/willingness to learn – important that receptionist communicates with ease and confidence with guests.  
             • Client relations – must have ability to interact with guests, answer questions, solve problems and providing information.  
             • Foreign language – because of international tourists, it is important that the receptionists understands a foreign language.  
             • Social skills – it is important that she is able to value information, not only on what is said but also in the way it is said.  
             • Attentive manner – has to listen to guest. Maintain eye contact. Have a pleasant voice. Use every opportunity to use guest's name.  
             • Diplomacy – Should display tact in handling difficult situations/guest.  
             • Empathy – Understands guests and recognises fears and needs.  
             • Loyalty – Loyalty towards management and colleagues leads to better teamwork and ensures good relations within the office.  
             • Punctuality – Shows that person is ready for additional responsibility.  
             • Trustworthiness – Must be a person that management can trust. Deals with confidential information, money and valuables of guest.  
(Any 5 × 2)      (10)
- 1.4      • An act of God  
             • Fire not caused through negligence of hotel owner or staff of the hotel  
             • Armed robbery  
             • Misconduct or negligence of guest  
             • Fraudulent claim by guest  
(5 × 2)      (10)
- 1.5      1.5.1      B  
             1.5.2      A  
             1.5.3      D  
             1.5.4      E  
             1.5.5      C  
(5 × 1)      (5)

1.6	1.6.1	On-consumption
	1.6.2	Off-consumption
	1.6.3	Off-consumption
	1.6.4	On-consumption
	1.6.5	On-consumption

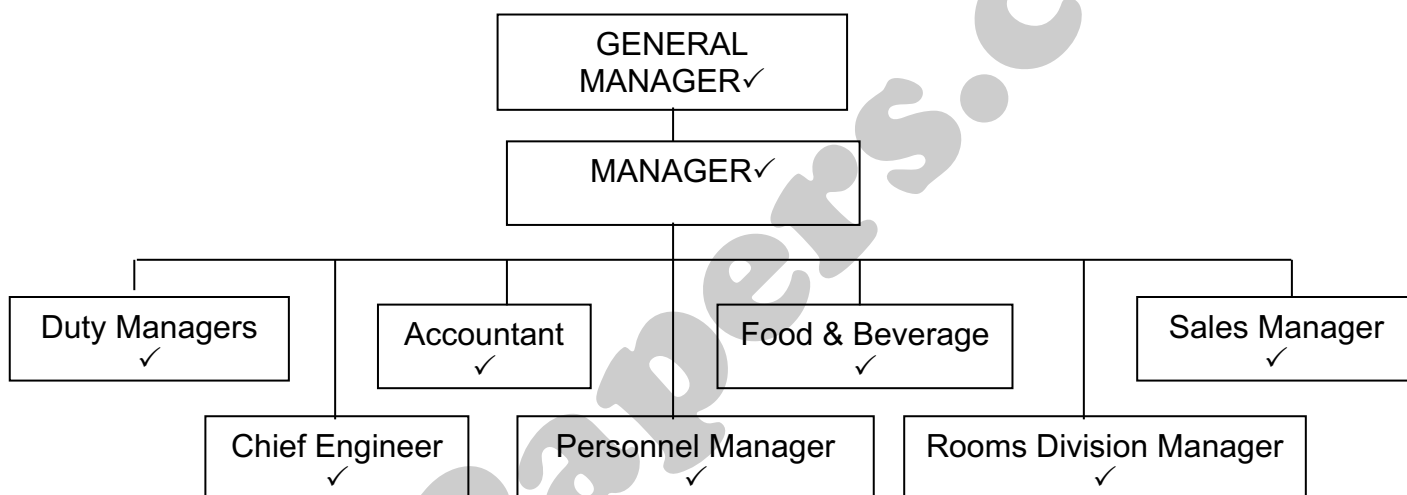
(5 × 1) (5)  
[40]

**TOTAL SECTION A: 40**

## SECTION B

### QUESTION 2

2.1



✓ One mark for correct layout of structure

(10)

2.2

RECEIPT FOR VALUABLES		
NAME	ROOM NUMBER	DATE
MULEYA/MR✓	1254✓	Any date✓
DESCRIPTION		ESTIMATED VALUE
Stainless steel Orient✓		R2 000✓
Gold bracelet✓		R5 000✓
Cash✓		R3 000✓
GUEST'S SIGNATURE	Guest's signature✓	
RECEIVED BY	Any name✓	
DATE RETURNED		
GUEST'S SIGNATURE		

(10)

2.3

- If more than one guest arrives simultaneously, the others have to wait.
- The receptionist is unable to process the registration while the guest is checking in.
- The guests may complete the register incorrectly.
- Ink and handwritings differ; neatness of the register is affected.
- Register provides information to guests about other guests staying at the accommodation establishment.

(5 × 2)

(10)

2.4

- Name and surname
- Address
- Contact details
- Date and time of arrival
- Date of departure
- Length of stay
- Room type required
- Method of payment
- Any other request
- Special details
- Name of person responsible for payment

(Any 10 × 1)

(10)

**[40]**

**QUESTION 3**

- 3.1
- The concierge (head porter) traditionally has a high status in the hierarchy of the hotel✓
  - Responsible for enquiries,✓ guest keys,✓ mail,✓ theatre tickets,✓ car hire✓ and baggage.✓
- (Any 5 × 1) (5)

- 3.2
- The reception desk should form the focal point of the reception area
  - The colour of the walls and ceiling should blend in with the colour of the furniture.
  - Modern tendency is to use brighter colours in the reception area.
  - Ability to reflect and absorb light. Light colours reflect light and dark colours absorb light.
  - The size, shape and height of the room should be considered.
  - Type of floor cover used affects the appearance of the reception area.
  - The shape of the reception area and how the furniture will be arranged depend on the size of the reception area.
  - Use pot plants and flowers and make sure they are well cared for.
  - Curtains, paintings and framed pictures contribute towards making the reception area attractive.
- (Any 5 × 2) (10)

3.3

DENSITY CHART											
SEPTEMBER 2010											
Room		1/9	2/9	3/9	4/9	5/9	6/9	7/9	8/9	9/9	10/9
Single	1					X					
	2				X	X	X				
	3			X	X	X	X	X			
Twin	1				X	X	X	X	X		
	2	X	X	X	X	X					
Double	1	X	X	X	X	X	X	X	X	X	X
	2		X	X	X	X	X	X	X		
	3	X	X	X	X	X					
Suite	1				X	X	X	X			
	2							X	X	X	X

(10)

- 3.4
- Shows at a glance how many rooms are booked/available.
  - Shows room types.
  - Dates clearly marked at the top.
  - Rooms in different categories marked from top to bottom.
  - Large hotels have density charts for every floor.
  - Sometimes a large coloured dot is used to emphasise when there are no rooms available in the category.
- (Any 5 × 2) (10)
- 3.5
- Telephone
  - Telex
  - Letter
  - Computer terminal
  - Personal
  - Overseas telegram and cables
  - Email-internet
- (Any 5 × 1) (5)  
[40]

**QUESTION 4**

- 4.1
- 4.1.1
- Will have staff ready to handle luggage.
  - Some hotels give clearance pass once account is settled.
  - Head porter checks off the departure list when luggage is cleared.
- (3)
- 4.1.2
- Housekeeper ticks the departure list.
  - When room has been cleared and checked.
- (2)
- 4.1.3
- Billing office checks.
  - That charges and payments are posted to guest's account.
  - Have it prepared and ready to present to guest for payment.
- (3)
- 4.1.4
- Cashier ensures that valuables in safe are collected.
  - Signs receipt obtained.
- (2)
- 4.1.5
- Removes guest's name card from the reception board.
  - Removes the name strip from the guest's alphabetical list.
  - Notes the date of departure on the room history card.
  - If a guest history card is kept it will be brought up to date.
  - If a mail-forwarding form has been completed it will be filed alphabetically.
- (5 × 2) (10)

- 4.2      4.2.1      Guest writes to the hotel✓ – contract comes into being as soon as the reservations clerk offers the guest dates of availability and costs and the guest accepts the dates and charges✓
- Guest telephones the hotel✓ – comes into being as soon as the guest accepts the dates and charges given by the reservations clerk.✓ (2 × 2) (4)
- 4.2.2      Performance✓ – When both parties have performed the terms of the contract.✓
- Frustration✓ – When contract is cancelled from an event which has risen through no fault of either party.✓
- Breach✓ – Where one party fails to perform any one of the contract terms.✓ (3 × 2) (6)
- 4.3
  - It is neat. If a mistake is made, the guest just receives another card.
  - It can be modified to suit the needs of the hotel.
  - Group hotels can standardise registration cards.
  - International hotels sometimes produce cards in different languages.
  - Discretion can be used and information is confidential.
  - Easy to handle.
  - Can be filed alphabetical and chronological.
  - Group members can register at the same time.
  - Registration cards can easily be checked against reservation forms. (Any 5 × 2) (10)
- [40]

**QUESTION 5**

- 5.1
- Restricted areas
  - Meals
  - Juveniles
  - Bottling of liquor
  - Toilet facilities
  - Records
  - Gambling
  - Time of business
- (Any 5 × 1) (5)
- 5.2
- It is a rack with slots✓
  - A Perspex✓ slider is slid into these slots✓
  - To indicate the status of the room✓
  - The room type is indicated in the centre of each slot✓
  - The room types are colour coded✓
  - Arrows are used to indicate rooms booked together for a group✓
  - The Perspex slider indicates the status of the room✓
  - Red:✓ room is vacant but not ready✓
  - Clear:✓ room is vacant and ready✓
  - Yellow:✓ room is let✓
  - Adv: More than one receptionist can register guests and allocate rooms✓
  - Rack slip is completed in duplicate and the top copy is placed in the room slot until the guest checks out✓
  - Other copy is filed alphabetically and is used by other departments✓
  - When guest departs the rack slip is removed and crossed through to indicate the guest has left.✓
- (15)
- 5.3
- | MORNING SHIFT | EVENING SHIFT  |
|---------------|----------------|
| 1, 4, 5, 6, 7 | 2, 3, 8, 9, 10 |
- (10)
- 5.4
- Guest without prior reservation with a lot of luggage is unlikely to leave without paying.
  - If there is no luggage you request a deposit or full rate at check-in.
  - Request credit card number.
  - Take an impression of the credit card.
  - Request guest to pay cash for all purchases while in the hotel.
  - Special checks may be kept on the size of the bill and if it exceeds a certain amount.
  - Request the guest to pay the amount up to date.
- (Any 5 × 2) (10)

**[40]**



**QUESTION 6**

- 6.1      6.1.1      Regular customers are often offered a 'take or place' booking if they reserve at short notice. If they arrive at the hotel, and there has been a cancellation, they will be allocated a room. If the hotel is fully booked and there has not been a cancellation, the hotel will find another room for them in a comparable hotel.
- 6.1.2      Guest agrees to pay for the room whether they arrive or not. Normally offered only to companies or travel agents that the hotel can be certain will honour their commitment.
- 6.1.3      Reservations made by travel agents and hotel booking agents are subject to a commission that is paid to the agent on the room rate only.
- 6.1.4      Travel agents and tour operators normally make these reservations. When one group of guests departs, the other group arrives.
- 6.1.5      Hotels close to airports often enter into agreement with certain airlines, whereby they will hold a number of rooms specifically for them on a guarantee basis. Airline agrees to pay for those rooms whether they use it or not.
- 6.1.6      A department working through the night that posts charges to the guest's bills and updates the accounts
- (6 × 2)      (12)

6.2

TYPE OF ENQUIRY	SOURCES TO USE
1. Reservations	<ul style="list-style-type: none"> <li>1. Room availability chart ✓</li> <li>Advance booking chart</li> <li>Booking diary</li> </ul>
2. Requests for room rates/tariffs and facilities	<ul style="list-style-type: none"> <li>Hotel tariff guide</li> <li>2. Hotel brochure/information file ✓</li> </ul>
3. Transport information for guests	<ul style="list-style-type: none"> <li>Telephone numbers for taxis</li> <li>3. Bus, rail and air timetables ✓</li> <li>4. Telephone directory ✓</li> </ul>
4. Geographical location and other details of places of interest	<ul style="list-style-type: none"> <li>5. Good street/town atlas ✓</li> <li>Telephone number and address of information centre</li> </ul>
5. Information in connection with activities and entertainment	<ul style="list-style-type: none"> <li>Local tourist information centre</li> <li>6. Local newspaper ✓</li> <li>Telephone numbers of theatres</li> </ul>
6. Church and public services	<ul style="list-style-type: none"> <li>List of churches around hotel with telephone numbers and addresses</li> <li>7. Local newspaper ✓</li> </ul>
7. Postal services	<ul style="list-style-type: none"> <li>8. Postal service tariff guide ✓</li> <li>Personal services and liaison with PostNet</li> </ul>
8. Information with regards to doctors, hairdressers, dentists, shop, restaurants, clubs etc.	<ul style="list-style-type: none"> <li>9. Telephone directory ✓</li> <li>Personal liaison with doctors, hairdressers,</li> <li>Dentists, shop, restaurants, clubs etc.</li> </ul>
9. Information on the country in general to supply to foreign visitors	<ul style="list-style-type: none"> <li>10. Guidebooks ✓</li> <li>Information booklet on various provinces</li> <li>Local information office details</li> </ul>

(10)

- 6.3
- Tour operator must compile packages and sell them during high and low season.
  - Hotel will offer lower tariffs during high season as long as the tour operator will sell a certain number of rooms during low season.
  - For every room sold during low season the tour operator can get a better rate for a room during high season.
  - Certain hotels will provide rooms free of charge to tour leaders. (4 × 2) (8)
- 6.4
- Payment of extras
  - Honouring personal cheque and credit cards of tour members
  - Foreign exchange facilities
  - Tips/gratuities to the hotel staff
  - Baggage money to the porter (5)
- 6.5
- Try to place all tour members as close together as possible. This makes the care of luggage much easier.
  - The porter's desk is responsible for:
    - Providing parking space of the coach
    - Distributing guest's luggage, mail and messages
    - Collection of guest's luggage when the group checks out
  - Reception should ensure that a key is available for every room.
  - Porter must be on hand to escort guests to their rooms and hand over the key. (Any 5 × 1) (5)
- TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**