



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

HOTEL RECEPTION N6

18 NOVEMBER 2016

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SECTION A**QUESTION 1**

- | | | | | |
|-----|--------|--|----------|------|
| 1.1 | 1.1.1 | Accounting | | |
| | 1.1.2 | Porter | | |
| | 1.1.3 | Advance reservations | | |
| | 1.1.4 | Cashier | | |
| | 1.1.5 | Receptionist | | |
| | 1.1.6 | Cashier | | |
| | 1.1.7 | Billing office | | |
| | 1.1.8 | Kiosk | | |
| | 1.1.9 | Receptionist | | |
| | 1.1.10 | Housekeeping | (10 × 1) | (10) |
| 1.2 | 1.2.1 | Two for one | | |
| | 1.2.2 | Transit hotel | | |
| | 1.2.3 | Stop-go chart | | |
| | 1.2.4 | Shoulder period | | |
| | 1.2.5 | Overbooking | | |
| | 1.2.6 | Room board | | |
| | 1.2.7 | Guaranteed booking. | | |
| | 1.2.8 | Duplex | | |
| | 1.2.9 | Blacklist | | |
| | 1.2.10 | Close out | (10 × 1) | (10) |
| 1.3 | • | Prices of all room types should be displayed | | |
| | • | Prices must include VAT shown separately | | |
| | • | Prices must include service charges | | |
| | • | Prices could state whether meals are included or not | | (4) |
| 1.4 | • | PERFORMANCE
When both parties have performed in terms of the contract. | | |
| | • | FRUSTRATION
When the contract is cancelled from an event which has risen through no fault of either contracting party. | | |
| | • | BREACH
Where one of the parties fails to perform any one of the contract terms. | (3 + 3) | (6) |

1.5	1.5.1	<ul style="list-style-type: none"> • Extreme hairstyles are not allowed • Clean, neat and well-groomed hair cut in style • Must suit the face and personality • Hair must be free from dandruff • Long hair should be tied • Avoid habit of touching your hair or curling it around your fingers 	(Any 2 × 1)	
	1.5.2	<ul style="list-style-type: none"> • Hands should be neat and well kept • Avoid broken or chewed fingernails • Avoid highly coloured or chipped nail varnish • Avoid overly long nails • Hands should be well groomed and creamed 	(Any 2 × 1)	
	1.5.3	<ul style="list-style-type: none"> • Uniforms should be kept tidy and clean at all times • Shoes should be smart but comfortable • No laddered tights should be worn • Always be fashionably and professionally clothed 	(Any 2 × 1)	
	1.5.4	<ul style="list-style-type: none"> • Avoid spices like garlic • Avoid bad chewing habits, especially chewing gum • Bad breath is unpleasant and offensive 	(Any 2 × 1)	
	1.5.5	<ul style="list-style-type: none"> • Bathe regularly • Use anti-perspirant or good deodorant daily • Regularly launder your clothes 	(Any 2 × 1) (5 × 2)	(10)
TOTAL SECTION A:				40

SECTION B**QUESTION 2**


- 2.1
- Choose the right time for the announcement. Not too early and not too late and not at times when the guest wants peace and quiet.
 - Provide clear, relevant information and keep the message short.
 - Use a clear tone of voice and correct language.
 - Pronounce words clearly.
 - Keep the microphone the correct distance from your mouth to avoid distortions.
- (5)
- 2.2
- The WCA requires employers to insure employees against disability
 - As a result of accident or sickness that happens during or as a result of work
 - Premiums paid to central fund
 - When employee injured, employer submits reports
 - Employee or family must submit claim within 6 months
 - Protects employer against claims
 - By employees that are injured on duty
- (Any 5 × 2) (10)
- 2.3
- International corporate hotels
- Large chains, e.g. Hilton, Holiday Inn
 - Their main feature include: standardisation of service, facilities and prices
 - Mostly a hotel in major capitals throughout the world
- Major National hotels
- Throughout the country
 - Equally well known abroad
- Small hotel groups
- Consist of no more than 4-5 hotels
- Independent hotels
- Units are privately owned
 - Operation strongly individual
- Hotel consortium
- Provides a way for independently owned hotels to affiliate themselves to one another
 - Without surrendering their individuality
 - Thus sharing advertising costs, bulk purchasing and referral of bookings
- One mark for naming the category and one any mark for the fact. (5 + 5) (10)

- 2.4
- Be punctual when reporting for duty
 - Do not eat and smoke in the reception area
 - Do not sit and address a visitor
 - Be neat and well-dressed when reporting for duty
 - Do not chew gum while on duty or assisting a guest.
 - Do not lean on the counter or desk
 - Do not gossip or talk to fellow staff members when the guest is waiting to be assisted.
 - Be prepared to listen patiently to a guest's chatter no matter how boring
 - Do not socialise with guest on a personal basis.
 - Staff should not make dates with guests or visit them in their rooms.
 - Do not use the bar facilities of the hotel at which you work. (Any 5 × 1) (5)
- 2.5
- Checking and restoring cash floats
 - Completing correspondence
 - Posting dinner and late night charges to the tabular ledger
 - Post guest's bills and final checking of balances in the tabular ledger
 - Typing the arrivals and departure lists for the next day
 - Distribute arrival lists to the various departments
 - Checking housekeeper's lists to note room availability for letting
 - Writing up the daily porter's book
 - Preparing the manager's report
 - Starting new tabular ledgers
 - Counting cash and preparing bank deposits
 - Finalising messages to guests and other internal departments (Any 10 × 1) (10)
- 40**

QUESTION 3

- 3.1
- A hotelkeeper has the right to contract out of his common law liability
 - For the whole amount of the loss
 - By making the guest sign a suitable indemnity
 - Before taking up residence in the hotel
 - To the effect that the hotelkeeper is released from all liability
 - For any loss sustained by the guest
- (Any 5 × 1) (5)

3.2

ROOM RESERVATION CHART 			
NAME:	Erasmus Dr/Mrs K ✓	ARRIVAL:	3/12/2015 ✓
ADDRESS:	21 Die Meer Street ✓ Polokwane 0699	DEPARTURE:	7/12/2015 ✓
Single <input type="checkbox"/> Rate: _____ Twin <input checked="" type="checkbox"/> Rate: R790 ✓ Double <input checked="" type="checkbox"/> Rate: R845 ✓ Suite <input type="checkbox"/> Rate: _____	Arrival time: 18:30 ✓ Past guest: Yes ✓ Special request: Ocean view ✓		
Reservation requested by: <u>Dr Erasmus ✓</u> Reservation by: <u>(Name) ✓</u>			
Reservation taken by: <u>Werner Sieburg ✓</u> Date: <u>15/11/2015 ✓</u>			

(15)

3.3 Method 1

- Register guests in the normal way as they arrive at the hotel
- Disadvantage: causes congestion around the reception desk

Method 2

- Provide the tour leader with registration cards for each guest
- Which are completed en-route to the hotel
- When operator and guests arrive, the cards are handed to the receptionist in exchange for the room key
- Advantage: Reception has the signature of individual members
- Information provided is correct

Method 3

- Obtain all details of the group from the operator in advance
- Dispense completely with individual registration cards
- Advantage: This method is quick and cuts down on paperwork
- Disadvantage: Lack of confirmation that information provided is correct
- Lacks the signature of the individual members
- Could cause problems in the verification of charges signed to the guest rooms (Any 10 × 1) (10)


- 3.4
- Check that nothing has been left in the rooms
 - Check that all extras are charged to the bills and are paid
 - Check that all keys are handed in
 - Clear all the baggage from the rooms to the coach before the group vacates the rooms
 - The tour leader gives the reception manager a voucher itemising all the charges the tour company will be responsible for and counter signs (5)

- 3.5
- Reception should arrange a hospitality room for the group
 - It is a large room accessible from the lobby of the hotel
 - Tour member will use this room to rest
 - Store their luggage
 - Utilise the bathroom facilities before they depart (5)
- [40]**

QUESTION 4

- 4.1
- Handle the enquiry as quickly and efficiently as possible.
 - Determine the exact nature of the information required in order to classify the enquiry and to establish the outcomes.
 - Organise the office so that all sources of information necessary to answer enquiries are immediately at hand.
 - Know the layout of the hotel, the names of all employees and the persons responsible for departments and their functions.
 - Be interested in the guest's enquiry and maintain eye contact
 - Use the correct tone of voice and volume
 - Use the guest's name where possible
 - Answer the questions logically, briefly and clearly.
 - Try your best to provide all the necessary information.
 - Conduct a friendly and helpful conversation.
 - Do not try to make "small talk" with the guest or bore the person with personal information.
- (Any 5 × 1) (5)
- 4.2
- A license holder, his agent or employee may refuse to admit
 - Any person to the licensed premises or any part thereof
 - And may refuse to sell or supply liquor to any person
 - And has the right to request any person to leave any part of the licensed premises
 - And to remove from the premises any person is drunk, violent or disorderly
 - Or whose presence on the premises may constitute an offence on the part of the holder
 - In enforcing the above-mentioned rights, the licensee may request a police officer to assist him.
- (Any 5 × 1) (5)
- 4.3
- Usually a large loose-leaf ledger to which
 - Pages are added when necessary
 - A separate page for each day
 - Date is clearly marked at the top
 - Following information entered on date of arrival:
 - Names of guests, time of arrival, length of stay, special requirements
 - Notes are made on VIP guests, tour groups. Seminars or special events.
- (Any 5 × 2) (10)
- 4.4
- Identity booklets contain information on the facilities available at the hotel
 - Also advertise and highlight features of the hotel
 - Inside: name of the guest, the room number and the key code number
 - If the guest is settling the bill by credit card, they can use express check-out service
 - VIP guests have specially coloured booklets
 - With added privileges such as pre-registration, express check in, special rates, cocktails, daily newspapers
- (Any 5 × 2) (10)

4.5

RECEIPT FOR VALUABLES		
		
NAME	ROOM NUMBER	DATE
Ms R Jagga✓	454✓	12 December 2015✓
DESCRIPTION		ESTIMATED VALUE
Gold ring✓		R5000✓
Platinum pendant✓		R3000✓
Travellers cheques✓		R4000✓
GUEST SIGNATURE	R Jagga	
RECEIVED BY	(Student name) ✓	
DATE RETURNED		
GUEST'S SIGNATURE		

(10)
[40]**QUESTION 5**

5.1

- Room status board links the reception office with the housekeeper and every room
- Board in reception office, cashiers office and housekeeper's office with switch in every bedroom
- Green light on board indicates that room is vacant and has been serviced and cleaned
- Red light indicates that room is "on change"
- Both lights off indicate that room is let
- When guest checks in the receptionist allocates a room showing green light
- Reception then presses a switch and the green light goes off on all three boards
- When guest departs the cashier will switch on the red light indicating that room is vacant and ready to be cleaned
- Housekeeper then services the room
- When ready for letting switch green light on

(10)

5.2

**TOUR BOOKING FORM✓**

Booking date:	11 NOV 2015✓	Contact person:	Suzy✓
Tour Operator	Beachcomber✓	Group name:	The Chamber Singers✓
Telephone nr	012 345 3434✓	E-mail/Fax nr	suzy@beachcomber.co.za✓

Address: 30 Menlyn Street, Pretoria ✓**Code:** 2000

Rooms	No	Net Rate		Arrival	Departure
SB			Date	10 DEC 2015✓	12 DEC 2015✓
TB	16✓	R900✓	Time	14:30✓	09:00✓
DB	12✓	R950✓	From		
Other			To		

Special requirements:

Two members are allergic to gluten products✓

Meals	Day of arrival Date 09/12	Day 2 Date 10/12	Day 3 Date 11/12	Day 4 Date 12/12	Day 5 Date 13/12
Breakfast			40✓	40✓	
Lunch					
Dinner		40✓	40✓		
Function					

Booking Clerk:

Student name

Subject to terms and conditions

(20)

5.3 For the guest

- Determine if the room is available
- Determine if the price is satisfactory and if a deposit needs to be paid
- What facilities are available
- Any additional services that needs to be paid

For the hotel

- Personal contact with the prospective guest is achieved
- Establish who will be responsible for the bill
- Arrival time of the guests can be determined
- Any additional requests can be determined

(Any 5 × 1)

- 5.4
- All the rooms in the hotel is indicated floor to floor
 - Charted on a flat board of clear white transparency
 - On a roll with all the days and dates of the year at the top
 - Revolving from left to right at the touch of a button
 - Using special coloured marking pens, which can be erased to block out specific room allocations
- (2 × 5) (10)

QUESTION 6

- 6.1
- 6.1.1 Completed one day in advance, showing all the guests due to arrive, length of stay and special requirements
- 6.1.2 Alphabetical guest list which is prepared in the evening. It indicates the guest and his/her room number.
- 6.1.3 Cards are used to record the likes and dislikes of their guests.
- 6.1.4 Prepared in room number order and combined with house list to indicate who will be departing the next morning.
- 6.1.5 List of all functions and tours that are booked for the following ten days.
- (5 × 1) (5)
- 6.2
- Billing office checks that all charges incurred and payments made have been posted to the guest's account
 - Receptionist will check that all the information on the account is correct and hands the bill to the guest
 - The cashier ensures that all valuables in the safe are collected and returned to guest and will issue the signed receipt
 - The head porter will have staff ready to collect the luggage
 - The account is settled, keys are handed in and the guest departs with an invitation to make use of the hotel's services again
- (5)

6.3

DAILY SUMMARY			DATE: 16 Dec 2015		Distribution to: All Dept	
No of Rooms	Details	No of Sleepers	Manager		✓	
			Asst/manager		✓	
20	Guests in residence last night	30	Housekeeper		✓	
11✓	Departures	13✓	Restaurant manager		✓	
9✓	Sub total	17✓	Head Porter		✓	
7✓	Arrivals	9✓	Billing office		✓	
1✓	Chance	1✓	Cashier		✓	
17✓	Guests in residence tonight	27✓	Notes		✓	
Signature: Signature						

(10 × 2) (20)

- 6.4
- When guest registers a small card is filled out with the details of the guest, length of stay and is placed into the room slot on the rack.
 - There is a rack that is specifically made for the hotel with slots
 - When the guest checks out, the card is removed and thrown away.
 - Maximum information about the room is presented to the receptionist
 - A Perspex slider is slid into these slots to indicate the status of the room
 - The room type is shown in the centre of each slot
 - The room types are colour coded
 - Arrows are used to indicate rooms, which are booked together
 - The Perspex slider indicates one of three positions of the room
 - Red Perspex – room is vacant but not yet ready
 - Clear Perspex – room is vacant and ready
 - Yellow Perspex – slider indicates the room is let

(10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200