higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N600(E)(J9)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

9 June 2014 (X-Paper)
09:00–12:00

This question paper consists of 8 pages and 4 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
HOTEL RECEPTION N6
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. This question paper is divided into TWO sections and contains a total of SIX questions.
2. SECTION A is COMPULSORY for a total of 40 marks.
3. SECTION B consists of five questions of which QUESTIONS 2, 3 and 4 are COMPULSORY.
4. Number the answers according to the numbering system used in this question paper.
5. A choice has to be made between QUESTION 5 and QUESTION 6.
6. The answers must be numbered clearly according to the section and question.
7. Read the questions carefully and pay attention to the mark allocation for an indication of the number of facts required.
8. ALL the necessary forms that you will need are attached to the question paper.
9. It is the responsibility of the candidate to INSERT ADDENDA CONTAINING ANSWERS into the ANSWER BOOK according to the instructions.
10. Start each question on a NEW page.
11. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–L) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	SC	A includes accommodation only, no meals
1.1.2	English breakfast	B room adjacent to the pool area, separated from the main building of the hotel
1.1.3	Demi-pension	C includes accommodation and a continental breakfast
1.1.4	Cabana	D includes accommodation, breakfast and lunch or dinner
1.1.5	Connecting room	E room with inter-leading doors permitting access between rooms
1.1.6	Junior suite	F charge payable at the hotel to the porter or any person working in the accommodation type
1.1.7	EP	G consists of juice, toast and rolls, jam and marmalade, tea and coffee
1.1.8	CP	H includes accommodation and three meals
1.1.9	Continental breakfast	I room used for entertaining, usually at conventions and meetings
1.1.10	En pension	J side-by-side rooms without a connecting door
		K consists of bacon, cereal or ham and eggs, toast, jam and marmalade, tea and coffee
		L room with partition between lounge and bedroom area

(10 × 1) (10)

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1.2 Give a brief explanation of the following hotel reception terminology:

1.2.1 Back-to-back reservations

1.2.2 Room nights

1.2.3 VIP

1.2.4 Shoulder period

1.2.5 Cancellation policy

(5 × 2) (10)

1.3 State and briefly explain the THREE ways in which a contract booking may come to an end. (3 × 2) (6)

1.4 In terms of the Common Law, a hotel is liable for the loss of a guest's property. There are, however, certain exceptions.

Identify the exceptions to liability. (5 × 2) (10)

1.5 Identify the two different categories of liquor licences and give one example of each. (2 × 2) (4)

[40]

TOTAL SECTION A: 40

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SECTION B

Questions 2, 3 and 4 are compulsory. Choose between Question 5 OR Question 6.

QUESTION 2

2.1 Explain the functions and services of the reception department by describing FIVE main tasks of the receptionist. (5 × 2) (10)

2.2 The Tourism Grading Council is responsible for the star grading programme for accommodation establishments in South Africa.

List and explain FIVE benefits of this scheme. (5 × 2) (10)

2.3 Attention to personal appearance and hygiene are of the utmost importance for a receptionist.

Justify this statement by proposing TWO guidelines for the following:

2.3.1 Hair

2.3.2 Hands

2.3.3 Bad odour

2.3.4 Bad breath

2.3.5 Uniform

(5 × 2) (10)

2.4 Complete the form on ADDENDUM A, by identifying the sources that you would use when faced with an enquiry. Write the correct answer next to the question number (2.4.1–2.4.10) on the ADDENDUM. (10)
[40]

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QUESTION 3

3.1 One of your colleagues injured herself while on duty and is considering legal action.

Explain to her how the Workmen's Compensation Act works. (5 × 2) (10)

3.2 Explain in detail all the basic reception duties that have to be carried out during the evening shift. (10)

3.3 Management tries to ensure an effective and productive reception area, by expecting that staff adhere to certain rules.

List FIVE of these rules. (5)

3.4 List FIVE traditional methods of confirming a reservation. (5)

3.5 Compare the advantages and disadvantages of TWO registration methods, namely the register and the registration card. (10)
[40]

QUESTION 4

4.1 What are the advantages of using electronic keys in an accommodation establishment? (4 × 2) (8)

4.2 What is the purpose of the hotel diary and use a diagram to illustrate your answer. (12)

4.3 When a guest with a reservation arrives at the hotel, the staff should undertake certain actions.

Discuss FIVE of these actions. (5 × 2) (10)

4.4 Mrs H Joubert would like you to keep her valuables in the hotel safe. She was a victim of robberies before, and she is concerned for her belongings. She is staying for three nights, from 30 May 2014 and her room number is 123. She requests that you keep her diamond ring, valued at R10 000 and a Nikon digital camera valued at R8 000 in the hotel safe.

Complete the receipt for valuables (ADDENDUM B). (10)
[40]

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Answer ONE of the following two questions.

QUESTION 5

5.1 Explain how the tour operator and hotelier reconcile their conflicting aims when handling accommodation sales. (4)

5.2 When an overseas guest registers at the hotel, certain information is required from them.

List SIX pieces of information that is required from them. (6)

5.3 You are on duty at Capricorn Hotel, when Ms Meldah Ngobeni arrives. Complete the registration card (ADDENDUM C) for her. She provides you with the following information:

Arrival and departure dates:	15 – 22 May 2014
Home address:	29 Boekenhout Street POLOKWANE 0699
Telephone number:	015 287 0432
Car registration:	BDR123GP
Rate for DBLS:	R1 250 per room per night
Deposit of R800 paid on 2 May 2014 Form of payment:	AX1234645478945

(16)

5.4 Name FOUR lists that are prepared and kept by reception to ensure the smooth operations of the hotel. (4)

5.5 Compile a list of points that should be checked before a package tour leaves. (5 × 2) (10)

[40]

OR

QUESTION 6

6.1 Name FIVE duties of the head porter during the arrival of groups. (5 × 2) (10)

6.2 Name and explain, by also referring to advantages and disadvantages, the THREE methods of handling group registration. (10)

6.3 Explain why a rooming list is necessary for a tour group and also indicate the information that is necessary for the list. (10)

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6.4 You work for Elephant Hills Hotel. You received a call from Corneli of YeYe Tours requesting a booking for a group of netball players. Use the information below to complete the tour booking form on ADDENDUM D.

Reservation made by:	Corneli (YeYe Tours)
Contact details:	Tel: 011 345 4545 E-mail: corneli@yeye.co.za
Address:	Office 213 Rondloop Park 4 Hillary Street Johannesburg 2000
Reservation for:	Gauteng Netball Team
Group size:	15
Arrival:	25 July 2014 @ 15:00
Duration of stay:	2 nights
Require:	15 Double rooms
Rate:	R500 per room per night, room only
Meals:	Breakfast and dinner

(10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

2.4

TYPE OF ENQUIRY	SOURCES TO USE
1. Reservations	• room availability chart • 2.4.1. _____
2. Requests for room rates/tariffs and facilities	• booking diary • hotel tariff guide
3. Transport information for guests	• 2.4.2._____
4. Geographical location and other details of places of interest	• 2.4.3._____ • bus, rail and air timetables
5. Information in connection with activities and entertainment	• 2.4.4 _____ • 2.4.5._____
6. Church and public services	• telephone number and address of information centre
7. Postal services	• local tourist information centre
8. Information with regards to doctors, hairdressers, dentists, shop, restaurants, clubs etc.	• 2.4.6. _____ • telephone numbers of theatres • list of churches around the hotel with their telephone numbers and addresses
9. Information on the country in general to supply to foreign visitors	• 2.4.7._____ • 2.4.8._____ • personal services and liaison with postnet • 2.4.9._____ • personal liaison with doctors, hairdressers, • dentists, shop, restaurants, clubs etc. • 2.4.10._____ • information booklet on various provinces • local information office details

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ADDENDUM B EXAMINATION NUMBER: | | | | | | | | | | | | | |

4.4

ELEPHANT HILLS HOTEL

RECEIPT FOR VALUABLES

NAME	ROOM NUMBER	DATE

DESCRIPTION	ESTIMATED VALUE

GUEST SIGNATURE	
RECEIVED BY	
DATE RETURNED	
GUEST'S SIGNATURE	

(10)

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ADDENDUM C EXAMINATION NUMBER:

5.3

ELEPHANT HILLS HOTEL

REGISTRATION CARD
Capricorn Hotel

SURNAME		MR/MRS/MISS	
FIRST NAMES			
ARRIVAL DATE			
DEPARTURE DATE			
ADDRESS			
TELEPHONE NUMBER			
NATIONALITY		CAR REGISTRATION NR	
ROOM TYPE	RATE	DEPOSIT Y/N	
		AMOUNT PAID	
FORM OF PAYMENT	CREDIT CARD NO		
RECEPTIONIST		DATE	
GUEST SIGNATURE:	MNgobeni		

(16)

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ADDENDUM D EXAMINATION NUMBER:

6.4

ELEPHANT HILLS HOTEL

TOUR BOOKING FORM

Booking date:	10 June 2014	**Contact person:**	Corneli
Tour Operator:	YeYe Tours	**Group name:**	Gauteng Netball Team
Telephone nr:	011 345 4545	**E-mail/Fax nr:**	corneli@yeye.co.za

Address: *Office 213, Rondloop Park, 4 Hillary Street, Johannesburg*
Code: *2000*

Rooms	No	Net Rate		Arrival	Departure
SB			Date		
TB			Time		
DB			From		
Other			To		

Special requirements:

Meals	Day of arrival Date 6/12	Day 2 Date 7/12	Day 3 Date 8/12	Day 4 Date 9/12	Day 5 Date 10/12
Breakfast					
Lunch					
Dinner					
Function					
Booking Clerk:					

Subject to terms and conditions

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