higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

HOTEL RECEPTION N6

9 JUNE 2014

This marking guideline consists of 13 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1

1.1.1	F
1.1.2	K
1.1.3	D
1.1.4	B
1.1.5	E
1.1.6	L
1.1.7	A
1.1.8	C
1.1.9	G
1.1.10	H

(10 × 1) (10)

1.2

1.2.1 Tours and group bookings that arrive on the same day as the previous one is leaving.

1.2.2 A list of guests that indicates who will be sharing a room with whom. It is drawn up on a daily basis.

1.2.3 Term used to describe Very Important Persons.

1.2.4 A mid-priced period between high and low seasons.

1.2.5 Time by which a guaranteed reservation must be cancelled to avoid forfeiting a deposit or being charged one night's rate.

(5 × 2) (10)

1.3

Performance
When both partied have performed in terms of the contract

Frustration
When the contract is cancelled from an event arises through no fault of either party.

Breach
Where one of the parties fails to perform any one of the contract terms.

(3 × 2) (6)

1.4

- An act of God or inevitable superior force
- A fire not caused through negligence of the innkeeper or staff
- An armed robbery, but not ordinary housebreaking or theft
- Misconduct or negligence of the guest
- A fraudulent claim by the guest

(5 × 2) (10)

Copyright reserved

1.5 On-consumption
Restaurants, hotels, theatres, clubs, sports grounds, certain special liquor licensed areas

Off-consumption
Wholesale liquor license, liquor stores, grocery stores, producer's licenses, brewers licenses (2 × 2) (4)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1
- Selling accommodation to customers
- Receiving and welcoming guests when they arrive
- Registering on their arrival
- Booking out and receiving payments from guests
- Answering enquiries and queries and providing information to guests
- Attending to advanced bookings
- Allocating rooms to guests
- Listing of bookings
- Maintaining up to date records of room status
- Attending to mail
- Attending to telephonic communications
- Attending to photocopying and other administrative duties and guests' requests
- Maintaining good communication with all other sections of the hotel
- Assisting with account payments where necessary (Any 5 × 2) (10)

2.2
- TGCSA does marketing on a regular basis.
- The TGCSA logo Certificate can be displayed.
- All government departments may only do business with companies that are graded.
- Establishments can display the TGCSA plaque.
- SA Tourism distributed guides from their offices.
- SA Tourism will refer guests to graded establishments.
- Assist establishments with positioning in market.
- Will be listed in the accommodation guide.
- Will be listed on the website.
- It's a quality control measure; guests can contact TGCSA if not happy with service. (Any 5 × 2) (10)

Copyright reserved

2.3 2.3.1
- Extremes in hairstyles are not allowed on duty
- Clean, neat and well groomed hair cut in a style that suits the face is most pleasing
- Hair must at all times be free of dandruff
- Long hair should be neatly tied into a fashionable style
- Avoid the habit of touching your hair or curling it around the fingers when addressing people (Any appropriate answer) (2)

2.3.2
- Hands are always on display and should be neat and well kept
- Avoid broken or chewing fingernails
- Highly coloured or chipped nail varnish and overly long nails
- Hands should be well groomed and creamed

(Any appropriate answer) (2)

2.3.3
- Body odour can be extremely unpleasant and embarrassing
- Regular bathing and daily use of anti-perspirant or a good deodorant will ensure personal freshness
- Regular laundering of clothes is recommended

(Any appropriate answer) (2)

2.3.4
- Bad breath is very unpleasant and offensive
- Avoid spices like garlic when dealing with guests
- Avoid bad chewing habits, especially chewing gum (2)

2.3.5
- Many hotels provide staff with uniforms, which should be kept tidy and clean at all times
- Shoes should be smart but comfortable and no laddered tights should be worn
- The receptionist should always be fashionably and professionally clothed. (Any appropriate answer) (2)

Copyright reserved

2.4

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

(10)
[40]

QUESTION 3

3.1
- The Workmen's Compensation Act requires employers to insure employees against disability
- As a result of accident or sickness that happens during or as a result of work
- The premiums are paid to central fund
- When an employee is injured, the employer submits reports to the fund
- The employee or family members must submit a claim within 6 months of the incident
- The act protects the employer against claims being made against them
- By employees that are injured on duty (Any 5 × 2) (10)

3.2
- Cash floats should be rechecked to ensure that cashiers have enough change for the evening business
- Any new arrivals should be dealt with and a guest bill started
- Any new correspondence or filing left over from the morning shift should be dealt with
- Any purchases invoices should be checked and entered into the purchase day book and the ledger
- The arrivals and departure list for the next day should be typed and copies distributed to all departments
- A final check balance on the tabular ledger should be made. If machine billing is used, the roll should be taken out of the machine, the date changed and all totals checked to make sure that they are at zero.
- Check the room vacancy list obtainable from housekeeping, to note rooms available for letting.
- Write up the night porter's book and notify the person of rooms available for letting to any late arrivals (after 21:00), their names and room numbers
- Prepare the manager's report on daily turnover and place it in the safe or hand to the manager on duty
- Prepare the tabular ledger – update the guest's bills
- Check all cash received from bars and lounges and place it in the safe
- Leave messages for night and morning shift.
- Lunch, afternoon tea and dinner charges should be posted to the tabular ledger of the guest's bills. (Any 10 × 1) (10)

Copyright reserved

3.3
- Be punctual when reporting for duty
- Do not eat and smoke in the reception area
- Do not sit and address a visitor – stand up and be attentive when a guest approaches the counter
- Be neat and well-dressed when reporting for duty. It is advisable that staff does 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 guest's chatter no matter how boring
- Do not socialise with the 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)

3.4
- Standard letters
- Telex
- Deposits
- Cancellation
- No-confirmation (5)

3.5 Register
- Traditional method.
- A large book that is divided into columns
- Guest completes book with arrival
- Ideal for smaller hotels and guest houses

Advantages
- Permanent record of guests that stayed in hotel

Disadvantages
- Only one guest can complete the book at a time
- Some guests have to wait
- All registration tasks of receptionists have to wait until the guest completed the register
- The guest can make mistakes
- Handwriting can differ or look ugly
- Anyone can sign the register
- Other guests can read the register

Registration card
- These cards are on separate pages
- One page for every guest
- Every hotel can design their own card to suit their needs

Copyright reserved

Advantages
- Information is confidential
- If mistake is made, new one can be completed
- It is neat
- All guests can complete the cards at the same time

Disadvantage
- Cards can get lost easily

(10)
[40]

QUESTION 4

4.1
- If the key is lost or stolen, the locks of the room are reprogrammed
- Hotel security is therefore consequently improved
- Electronic keys are used as authorisation and direct billing in the restaurant, bar and other sales areas of the hotel
- Electronic keys eliminate the risk of charges being posted to the wrong room (4 × 2) (8)

4.2 Use:
- Bookings are written in the diary under the arrival date of the guest
- The diary is a loose-page file
- The diary is updated by adding a new page at the back
- One new page for every day
- Name of guests are written as the bookings are made (Any 5 × 1)

Illustration:
Date✓

Name✓	Room Nr✓	Total Guests✓	Rate✓	Room type✓	Total Nights✓	Notes✓
E.g. Guest's Name	123	2	R570	TWN	4	None

(12)

Copyright reserved

4.3
- Porter has to receive the guest at the entrance and help them with luggage
- Receptionist welcomes the guest and the guest completes the register
- Receptionist ensures that all the information is completed
- Receptionist ensures that guest knows the room rate and what it includes
- Form of payment is requested
- Keys are handed over to the guest
- Receptionist indicates all the facilities available at the hotel
- Keys are given to the porter and he accompanies the guest to the room
- Porter ensures that everything in the room is in order
- Electronic equipment has to be shown to the guest
- Room is marked on arrival and departure lists (Any 5 × 2) (10)

4.4

RECEIPT FOR VALUABLES		
NAME	**ROOM NUMBER**	**DATE**
Mrs H Joubert✓	123✓	30 May 2014✓
DESCRIPTION		**ESTIMATED VALUE**
Diamond ring ✓		R10 000✓
Nikon digital camera✓		R8 000✓
GUEST SIGNATURE	Mrs H Joubert ✓✓	
RECEIVED BY	Student name✓	
DATE RETURNED		
GUEST'S SIGNATURE		

(10)
[40]

Students had to choose between QUESTION 5 and QUESTION 6.

Copyright reserved

QUESTION 5

5.1
- The tour operator develops a series of packages and sells them during peak and off-peak season
- The hotel offers a discount rate during peak periods provided that the tour operator takes an agreed volume of off-peak accommodation
- For each room the tour operator books during the off peak season, the tour operator gets one or two rooms at a lower discount in peak season
- Some hotels offer complimentary rooms to the tour/group leader. (4)

5.2
- Full Names
- Nationality
- Passport number
- Place of issue
- Registration document
- Document establishing identity or nationality
- Date of departure
- Next destination
- Address (if known) (Any 6 × 1) (6)

Copyright reserved

5.3

REGISTRATION CARD			
SURNAME	Ngobeni✓	**MR/MRS/MISS**	Ms✓
FIRST NAMES	Meldah✓		
ARRIVAL DATE	15 May 2014✓		
DEPARTURE DATE	22 May 2014✓		
ADDRESS	29 Boekenhout Street Polokwane ✓ 0699		
TELEPHONE NUMBER	015 287 0432✓		
NATIONALITY		**CAR REGISTRATION NR**	
South African✓		BDR123GP✓	
ROOM TYPE	**RATE**	**DEPOSIT Y/N**	
DB✓	R1250✓	**AMOUNT PAID**	
FORM OF PAYMENT	**CREDIT CARD NO**	800✓	
AX – credit card✓	1234645478945✓		
RECEPTIONIST		**DATE**	
Student name✓		Today's date✓	
GUEST SIGNATURE:	MNgobeni		

(16)

5.4
- House lists
- Departure lists
- Tour lists
- Guest History Cards
- Room history cards

(4)

5.5
- Ensure that nothing is left behind in the rooms
- Check that all extra charges are charged to the guest's bill 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 × 2) (10)
[40]

Copyright reserved

QUESTION 6

6.1
- Try to place all the tour members as close together as possible – it makes the care of luggage much easier. However, strain is placed on housekeeping staff of one section of the hotel
- Porter's desk provides parking space for the coach
- Distributes guest's luggage, mail and messages
- Collect guest's luggage when the group checks out
- Reception should ensure that a key is available for every room before it is allocated to the new guest and the porter is on hand to escort guests to their rooms and hand over the key. (5 × 2) (10)

6.2 Obtain details of group before hand
- Advantage is that it is quick and cuts down paper work and issuing registration forms/cards
- Disadvantage of this method are greater than the saving on administration
- Lacks control if the information provided by the tour operator is incorrect
- Lacks the verification of signatures especially if extras are ordered and charged to the guest's bill

Provide tour leader with registration card for each guest
- Is completed en route to hotel
- When party arrives cards are handed to receptionist in exchange for keys
- Key cards will have been prepared in advance and will be handed out to guests when they receive their keys

Register the guests normal way
- Done as group arrives at the hotel
- Disadvantage is that the method is time consuming
- Can cause congestion around the reception desk
- Especially if there are individual guests who also need to check in (10)

6.3
- A rooming list is used so that the hotel can pre-register all the guests and allocate rooms to the guests which saves time when the guests check-in
- The tour operator will confirm with the hotel the final details of arrival and departure
- The number and type of rooms required and
- Send the rooming list
- The rooming list should contain
- Full names of all tour members
- Who will be sharing with whom
- Any special requirements (adjacent rooms)
- Pre-registration details such as passport numbers
- Addresses
- Nationality of tour members (10)

Copyright reserved

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**	25/07/2012✓	27/7/2012✓
TB			**Time**	15:00✓	
DB	15✓	R500✓	**From**		
Other			**To**		

Special requirements:

None

Meals	Day of arrival Date 25/7	Day 2 Date 26/7	Day 3 Date 27/7	Day 4 Date 28/7	Day 5 Date 29/7
Breakfast		15✓	15✓		
Lunch					
Dinner	15✓	15✓			
Function					
Booking Clerk:		Student name✓			

Subject to terms and conditions

(10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved