higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

HOTEL RECEPTION N6

3 JUNE 2016

This marking guideline consists of 11 pages.

Copyright reserved

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)

Copyright reserved

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

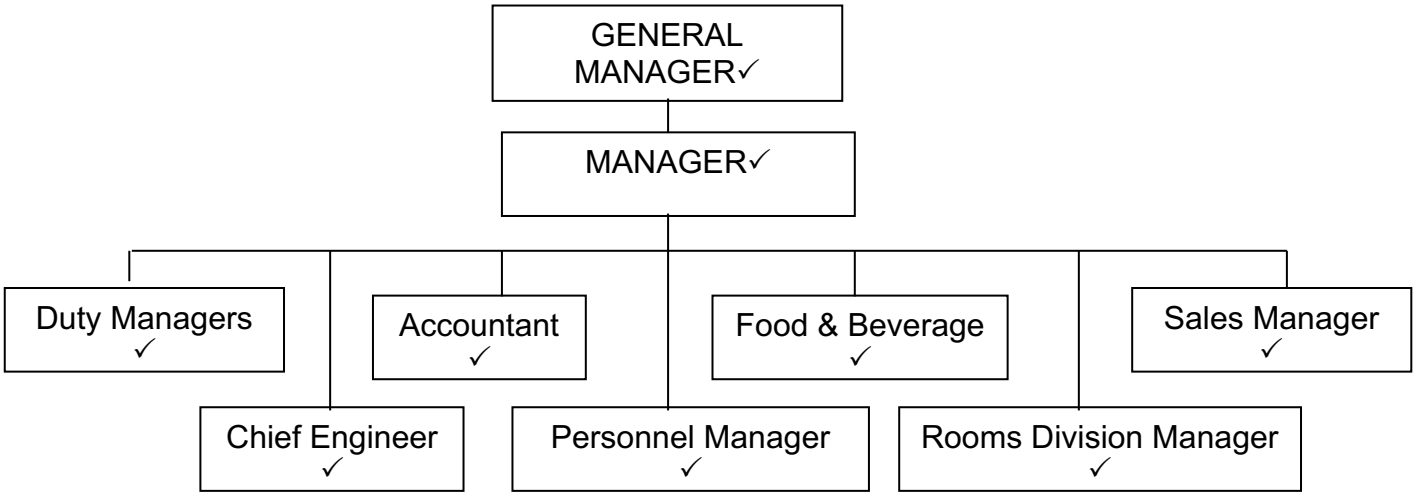
(5 × 1) (5)
[40]

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	• 1. Room availability chart ✓ • Advance booking chart • Booking diary
2. Requests for room rates/tariffs and facilities	• Hotel tariff guide • 2. Hotel brochure/information file✓
3. Transport information for guests	• Telephone numbers for taxis • 3. Bus, rail and air timetables✓ • 4. Telephone directory✓
4. Geographical location and other details of places of interest	• 5. Good street/town atlas✓ • Telephone number and address of information centre
5. Information in connection with activities and entertainment	• Local tourist information centre • 6. Local newspaper✓ • Telephone numbers of theatres
6. Church and public services	• List of churches around hotel with telephone numbers and addresses • 7. Local newspaper✓
7. Postal services	• 8. Postal service tariff guide✓ • Personal services and liaison with PostNet
8. Information with regards to doctors, hairdressers, dentists, shop, restaurants, clubs etc.	• 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	• 10. Guidebooks✓ • Information booklet on various provinces • Local information office details

(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)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved