higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N640**(E)**(J3)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

3 June 2016 (X-Paper)
09:00–12:00

This question paper consists of 8 pages and 3 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 FIVE questions, only the first five questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY.
2. Answer only FOUR questions from SECTION B.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Start each question on a NEW page.
6. Detach the ADDENDUM from the question paper and place it into the ANSWER BOOK.
7. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Identify the hotel category from the following descriptions:

1.1.1 Hotels that belong to large chains which are well known world-wide

1.1.2 Hotels that are individually owned, but affiliated to another hotel group without surrendering their individuality

1.1.3 Hotels that are corporately owned and usually found in the same area

1.1.4 Large hotels that are also part of the international hotel category grouping

1.1.5 Hotels that are privately owned or free of any company

(5 × 1) (5)

1.2 Give ONE word/term for each of the following descriptions:

1.2.1 Discounted rates only available to tour operators to use in their packages

1.2.2 A chart in the reservation office that shows at a glance whether space is available

1.2.3 Reservations are kept for a guest and if they do not arrive before this time, the room is released and sold to another guest

1.2.4 A rate which is inclusive of accommodation, breakfast and one other main meal, usually dinner

1.2.5 A room with inter-leading doors, permitting access between rooms

(5 × 1) (5)

1.3 You have been asked to prepare a job specification for a receptionist vacancy at your hotel.

Name and briefly define the requirements that applicants need to comply with in order to appoint an efficient receptionist. (5 × 2) (10)

1.4 The common law states that an hotelier is liable for the loss of a guest's property. There are, however, certain exceptions to the rule.

Name the conditions where an hotelier is NOT liable for the loss of a guest's property.

(5 × 2) (10)

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1.5 Choose a/an word/item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–E) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Rate which is inclusive of accommodation, breakfast and one other main meal	A	en pension
		B	demi-pension
1.5.2	Weekly or daily prices inclusive of accommodation, breakfast, lunch, afternoon tea and dinner	C	all-inclusive terms
		D	two for one
1.5.3	Special rate where the spouse of a guest is given complimentary accommodation	E	separate charges
1.5.4	Accommodation price is quoted per person or per room, with meals charged to guest's account		
1.5.5	Charge of a daily rate plus all meals and unlimited use of the sports and social facilities		

(5 × 1) (5)

1.6 Indicate whether the following venues require ON-CONSUMPTION or OFF-CONSUMPTION licenses. Write only 'on-consumption' or 'off-consumption' next to the question number (1.6.1–1.6.5) in the ANSWER BOOK.

1.6.1 Theatres

1.6.2 Liquor store

1.6.3 Brewers

1.6.4 Sports grounds

1.6.5 Hotels

(5 × 1) (5)
[40]

TOTAL SECTION A: 40

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SECTION B

Answer only FOUR questions from this section.

QUESTION 2

2.1 Illustrate, with the aid of a diagram, the organisational structure of a large hotel. (10)

2.2 Mr Muleya is a guest at your hotel and he has requested his valuables to be kept in the safe of the hotel. He is staying for five nights and his room number is 1254. He has asked you to put his stainless steel Orient watch (valued at R2 000), a gold bracelet valued at R5 000 and cash to the amount of R3 000 in the safe for him.

Complete the receipt for valuables on the attached ADDENDUM A. (10)

2.3 Discuss FIVE disadvantages of the hotel register as a method of checking in guests. (5 × 2) (10)

2.4 Give TEN pieces of information that must be determined by the reservation clerk when making a reservation. (10)

[40]

QUESTION 3

3.1 Briefly discuss the task of the concierge. (5)

3.2 Explain FIVE basic set of rules that should be followed when decorating the reception area. (5 × 2) (10)

3.3 Use the information below to complete the density chart on the attached ADDENDUM B.

NAME OF GUEST	ROOM	DATE OF ARRIVAL AND DEPARTURE
SCHAAP/S MR & MRS	DBL1	1 – 10 June 2015
FABER/A MRS	SGL1	5 – 5 June 2015
SERFONTEIN/K MR	TWN1	4 – 8 June 2015
SCHULTZ/H MRS	SUITE1	4 – 7 June 2015
MACHETE/L MR & MRS	DBL2	2 – 8 June 2015
DE VRIES/S MR	SGL2	4 – 6 June 2015
MAPHANGA/V MRS	SGL3	3 – 7 June 2015
TSOTETSI/M MR & MRS	DBL3	4 – 6 June 2015
DE WET/B MR	SUITE2	7 – 10 June 2015
STEYN/J MR	TWN2	1 – 5 June 2015

(10 × 1) (10)

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3.4 State the purpose of the density chart. (5 × 2) (10)

3.5 Identify FIVE methods of making a reservation. (5)
[40]

QUESTION 4

4.1 When a guest departs, there are certain procedures that need to be followed by different departments.

Briefly describe the departure procedure that has to be followed by the:

4.1.1 Head porter (3)

4.1.2 Head housekeeper (2)

4.1.3 Billing office (3)

4.1.4 Cashier (2)

4.1.5 Receptionist (5 × 2) (10)

4.2 Explain the following:

4.2.1 TWO ways in which contracts come into being (2 × 2) (4)

4.2.2 THREE ways in which contracts come to an end (3 × 2) (6)

4.3 State FIVE advantages of using a registration card as a method to register guests. (5 × 2) (10)
[40]

QUESTION 5

5.1 Name FIVE general and special conditions regarding an on-consumption license. (5)

5.2 State the uses and advantages of the Whitney Reservation System that is used in hotels. (15)

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5.3 There seems to be confusion in your hotel regarding the duties of the morning- and evening shift personnel.

Draw the following table in the ANSWER BOOK and use the information given below to tabulate the duties in the correct column. Write only the number of the duty under the correct column.

MORNING SHIFT	EVENING SHIFT

DUTIES:
1. Mail distributed to the appropriate departments
2. Preparing the manager's report
3. Prepare new tabular ledger
4. Sorting the post
5. Checking correspondence relating to reservations and arrivals
6. Cash book is written up and balanced
7. Counting and preparing cash for paying into bank
8. Any purchase invoices should be checked and entered into the purchases day book and the ledger
9. New arrivals should be dealt with
10. Arrivals and departure lists should be typed for the next day

(10 × 1) (10)

5.4 During your shift you receive a walk-in guest who does not have a reservation.

What procedure would you follow in dealing with this guest? (5 × 2) (10)
[40]

QUESTION 6

6.1 Give a brief description of the following terminology:

6.1.1 T or P (Take or Place)

6.1.2 Guaranteed arrival

6.1.3 Commissionable bookings

6.1.4 Back-to-back reservations

6.1.5 Airline guaranteed reservations

6.1.6 Night audit

(6 × 2) (12)

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6.2 Complete the form on the attached ADDENDUM C by identifying the sources that you would use when faced with an enquiry. (10)

6.3 How can the tour operator and hotelier reconcile their conflicting aims when handling the sale of accommodation? (4 × 2) (8)

6.4 Give FIVE additional pieces of information that you might need when making a booking for a group. (5)

6.5 Your hotel appointed a new head porter and he confided in you that he is unsure of his duties during the registration of a group.

Briefly describe to him the duties that need to be carried out by the head porter during a group registration. (5)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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

2.2

RECEIPT FOR VALUABLES		
NAME	ROOM NUMBER	DATE
		15 JUNE 2015
DESCRIPTION		ESTIMATED VALUE
GUEST'S SIGNATURE		
RECEIVED BY		
DATE RETURNED		
GUEST'S SIGNATURE		

(10)

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

3.2

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										
	2										
	3										
Twin	1										
	2										
Double	1										
	2										
	3										
Suite	1										
	2										

(5 × 2) (10)

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ADDENDUM C EXAMINATION NUMBER: | | | | | | | | | | | | | |

6.2

TYPE OF ENQUIRY	SOURCES TO USE
1. Reservations	• 1. _____ • Advance booking chart • Booking diary
2. Requests for room rates/tariffs and facilities	• Hotel tariff guide • 2. _____
3. Transport information for guests	• Telephone numbers for taxis • 3. _____ • 4. _____
4. Geographical location and other details of places of interest	• 5. _____ • Telephone number and address of information centre
5. Information in connection with activities and entertainment	• Local tourist information centre • 6. _____ • Telephone numbers of theatres
6. Church and public services	• List of churches around the hotel with their telephone numbers and addresses • 7. _____
7. Postal services	• 8. _____ • Personal services and liaison with PostNet
8. Information with regard to doctors, hairdressers, dentists, shops, restaurants, clubs, et cetera	• 9. _____ • Personal liaison with doctors, hairdressers, dentists, shop, restaurants, clubs et cetera.
9. Information on the country in general o supply to foreign visitors	• 10. _____ • Information booklet on various provinces • Local information office details

(10)

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