higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

14 JUNE 2018

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 Adjoining rooms
1.1.2 Average rate
1.1.3 Deadline
1.1.4 Deposit
1.1.5 Separate charges
1.1.6 Voucher
1.1.7 Off
1.1.8 Early departure
1.1.9 Corporate rates
1.1.10 Stay on

(10 × 1) (10)

1.2
- The reception counter must be clean and dust-free.
- Display literature must be up to date, neatly displayed, tidy, in the correct place.
- Ashtrays must be emptied and cleaned throughout the day.
- Flower arrangements must have fresh water and dead flowers and leaves must be removed.
- If artificial flowers are used, they must be dusted.
- A clean sheet of blotting paper must be in the blotter.
- A usable pen must be available at, or attached to, the reception desk.
- Desk calendars must display the correct data.
- The Tourism Act requires that the tariffs showing rates for each type of room must be displayed at the reception desk. (5 × 2) (10)

1.3
1.3.1 Length of time between booking and check-in

1.3.2 Inclusive of accommodation, breakfast and one other main meal

1.3.3 A two-storey suite connected by a stairway

1.3.4 American Plan – Inclusive of accommodation and three meals

1.3.5 Consists of fruit juice, toast and rolls, jam and marmalade, tea and coffee

1.3.6 Features, services or extras offered by the accommodation type

1.3.7 Complimentary – a room provided free of charge

(7 × 2) (14)

1.4
- Checking and restoring cash floats
- Completing correspondence
- Posting dinner and late-night charges to the tabular ledger and guest's bills and final checking of balances in the tabular ledger
- Typing the arrivals and departures lists for the next day and distributing it 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 6 × 1) (6)

[40]

TOTAL SECTION A: 40

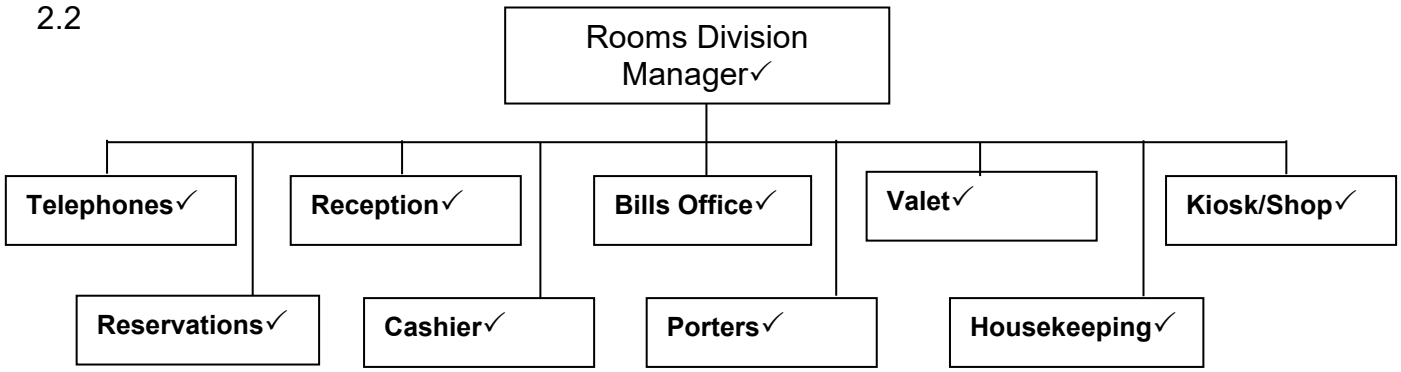
SECTION B

QUESTION 2

2.1
- Selling accommodation
- Receiving and welcoming of guests
- Registration of guests on arrival
- Booking out and receiving payments from guests
- Answering enquiries and queries and providing information
- Attending to advance bookings
- Allocating of rooms
- Listing of bookings
- Maintaining up-to date records of room status
- Attending to mail
- Attending telephonic communications
- Attending to photocopying
- Administrative duties and guest's requests
- Maintaining good communication with all other sections of the hotel

(Any 10 × 1) (10)

2.2



(10)

2.3
- 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 provide information.
- Foreign language – because of international tourists, it is important that the receptionist understands a foreign language.
- Social skills – it is important that she is able to evaluate 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/guests.
- Empathy – Ability to understand guests and recognise fears and needs.
- Loyalty – Loyalty towards management and colleagues leads to better teamwork and ensures good relations within the office.
- Punctuality – Should at all times be punctual. 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 8 × 2) (16)

2.4 2.4.1
- Rooms availability chart
- Advance booking chart
- Booking diary (Any ONE)

2.4.2
- Street and town atlas
- Telephone number and address of information centre (Any ONE)

2.4.3
- Telephone numbers for taxis
- Bus, rail and air timetables
- Telephone directory (Any ONE)

2.4.4
- Hotel tariff guide
- Hotel brochure/information file (Any ONE)

(4 × 1) (4)
[40]

QUESTION 3

3.1
- On-consumption – restaurants, hotels, theatres, clubs, sports grounds, and certain liquor licensed areas
- Off-consumption – wholesale liquor licence, liquor store licence, grocer's wine licence, producer's licence and brewer's licence (2 × 2) (4)

3.2
- Name
- Address
- Contact details
- Date of arrival
- Time of arrival
- Date of departure
- Length of stay
- Room type required
- Method of payment
- Any other requests
- Special details
- Name of person responsible for the payment (Any 10 × 1) (10)

3.3 PERFORMANCE
When both parties have performed in terms of the contract.

FRUSTRATION
Contract is cancelled due to an event which has arisen through no fault of either party.

BREACH
Where one of the parties fails to perform any one of the contract terms.
(3 × 2) (6)

3.4

REGISTRATION CARD			
SURNAME	Botha✓	**MR/MRS/MISS**	Mr✓
FIRST NAMES	Cliff✓		
ARRIVAL DATE	25 August ✓		
DEPARTURE DATE	28 August ✓		
ADDRESS	4 Hillary Drive, Strand, 5423✓		
TELEPHONE NUMBER	021 564 7897✓		
NATIONALITY		**CAR REGISTR✓ATION NR**	
RSA✓		KPM 453 CA	
ROOM TYPE	**RATE**	**DEPOSIT Y/N ✓**	
Single room with bath✓	R980✓	**AMOUNT PAID**	
FORM OF PAYMENT	**CREDIT CARD NO**	R500✓	
Mastercard✓	54321123456789✓		
RECEPTIONIST		**DATE**	
Student's name		25 August 2016✓	
GUEST SIGNATURE:	*C Botha*		

(16)

3.5
- Regular customers are offered a 'take or place' booking if they reserve at short notice.
- This means that if they arrive at the hotel, a room will be allocated to them if there has been a cancellation.
- If the hotel is fully booked and there has not been any cancellation or non-arrival, the hotel will find another room for them in a comparable hotel.
- This facility is often offered by chain hotels.
- T&P helps to retain customer loyalty.
- Maximises occupancy for individual hotels and groups. (Any 4 × 1) (4)

[40]

QUESTION 4

4.1
- The WCA requires employers to insure employees against disability
- as a result of an accident or sickness that happens during or as a result of work.
- Premiums are paid to a central fund.
- When an employee is injured, the employer submits reports.
- The employee or the family must submit a claim within 6 months.
- It protects the employer against claims
- by employees that are injured on duty. (Any 5 × 2) (10)

4.2
- Payment and confirmation of booking
- Cancellation either by the guest or the hotel
- Alteration to the terms of the contract by the hotel or guest
- Liability for the guest's property
- Liability of the hotel for unforeseen circumstances (Any 4 × 1) (4)

4.3
- The establishment is full.
- The traveller is unable to pay a reasonable sum of money for the accommodation in advance.
- The traveller is not in a fit state to be received at the accommodation establishment.
- Hotel can refuse accommodation to a blacklisted person. (Any 3 × 2) (6)

4.4 4.4.1 They are plastic, credit-card-type keys that are printed for each new arrival with a fresh combination number. (2)

4.4.2 Advantages:
- If the key is lost or stolen, all locks of the room are reprogrammed.
- Hotel security is therefore 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)

4.5
- Time of year
- Time of week
- Length of stay
- How many rooms
- What other facilities they will use
- Who they are
- Amount of business guaranteed by agents in high and low season

(Any 6 × 1) (6)

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4.6
- Ask the guest for details of the booking.
- Check all the records.
- Check if the reservation has been made under the name of a company or the person who made the booking.
- After everything is checked, normal arrival and check-in procedures follow.
- If guest is unknown, treat guest as a chance guest. (Any 4 × 1) (4)

[40]

QUESTION 5

5.1

DENSITY CHART											
AUGUST											
Room		5/8	6/8	7/8	8/8	9/8	10/8	11/8	12/8	13/8	14/8
Single	1			X✓	X✓	X✓					
	2									X✓	X✓
	3		X✓	X✓	X✓						
Twin	1	X✓	X✓	X✓							
	2									X✓	X✓
Double	1	X✓	X✓								
	2										
	3						X✓	X✓	X✓		
Suite	1			X✓	X✓						
	2										

(20)

NOTE: Date of check-out should not be included on the Density Chart.

5.2 Obtaining details of group beforehand✓
- The advantage is that it is quick and cuts down on paper work and the issuing of individual registration forms/cards.✓
- The disadvantage is that it lacks control. Information provided by the tour operator might be incorrect.✓
- It lacks verification of signatures, especially if extras are ordered and charged to the guest's bill.✓

Providing the tour leader with registration cards for each guest✓
- Cards are completed en route to the hotel.✓
- When the party arrives at the hotel, the cards are handed to the receptionist in exchange for the room keys.✓
- Key cards will have been prepared and will be handed out when the guests receive their room keys.✓

Normal way✓
- This is done when group arrives at the hotel.✓
- A disadvantage is that the method is time-consuming.✓
- It can cause congestion at the reception desk, especially if there are individual guests who also need to check in.✓
- A special desk can be used for the registration of groups/tours only.✓

(3 + any 7 explanations) (10)

5.3
- The billing office will check that all charges incurred and payments made have been posted to the guest's account.
- The receptionist will check that all the information on the account is correct and hand the bill to the guest.
- The cashier will ensure that all valuables in the safe or in a safety deposit box are collected by the 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.
- Guest departs with an invitation to make use of the services again.

(Any 5 × 2) (10)
[40]

QUESTION 6

6.1
- Advance reservations are filed under date of arrival in the rack.
- All reservations can be filed alphabetically.
- Reservation slip is completed and filed in the metal carrier.
- This is stored in the reservation rack under the arrival date.
- If the booking is cancelled, slip is not removed, but simply cancelled.
- The night prior to arrival, the section containing the reservations for that day is removed from the rack.
- It is placed alongside the room rack to become the current reservation.
- Once it has served its purpose, it is returned to the advance reservation section and used for future reservations. (5 × 2) (10)

6.2

BED SHEET

DATE: 20 August

RM	ARRIVALS				STAYING				DEPARTURES			
	NAME	NUMBER OF GUESTS	RATE	DEPART DATE	NAME	NUMBER OF GUESTS	RATE	DEPART DATE	NAME	NUMBER OF GUESTS	RATE	DEPART DATE
22									Sehlake ✓	2✓	R955✓	20/08✓
23	Claasen ✓	2✓	R800✓	21/08✓								
24					Enslin✓	1✓	R955✓	22/08✓				
25									Els✓	2✓	R1250 ✓	20/08✓
26												
27	Madzhie ✓	2✓	R800✓	20/08✓								
28												

(20)

6.3
- When the guest arrives at the hotel, the reservation clerk has to check the registration card or register as he/she checks in.
- Make sure that the card or book is completed correctly.
- Check that all information is legible.
- If there is a query, the reservation clerk can politely ask the guest for clarification and enter the details.
- Check that all the details of the guest are still the same.
- Make sure that the guest knows the room rate and what it includes.
- Request the form of payment and make sure that the guest intends to pay.

(5 × 2) (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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