higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N640(**E**)(J14)H

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

14 June 2018 (X-Paper)
09:00–12:00

This question paper consists of 7 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

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, FOUR of which have to be answered for a total of 160 marks.
4. Answers must be numbered clearly according to the section and the question.
5. Read ALL the questions carefully.
6. Pay attention to the mark allocation for an indication of the number of facts required.
7. Start EACH question on a NEW page
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 the ADDENDA CONTAINING ANSWERS into the ANSWER BOOK according to the instructions.
10. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Give ONE word or a term for each of the following descriptions. Write only the word or term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Side-by-side rooms without a connecting door

1.1.2 Average income per room calculated on a daily and monthly basis

1.1.3 A date by which provisional bookings have to be confirmed

1.1.4 A pre-payment by a guest to reserve accommodation

1.1.5 Accommodation price quoted per person or per room, and meals charged to the guest's account as they are taken

1.1.6 A form issued by travel agents to cover the cost of specified accommodation and meals

1.1.7 A room that is out of service for redecorating

1.1.8 A guest who checks out before his or her scheduled departure date

1.1.9 A special discount rate offered to corporate and business organisations

1.1.10 A guest who extends his or her stay beyond the original departure date

(10 × 1) (10)

1.2 While walking into the hotel one morning, you notice that the reception area is in complete disorder.

Give the receptionist FIVE guidelines that she can follow to keep the reception area neat and clean. (10)

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1.3 Give a brief explanation of each of the following:

1.3.1 Lead time

1.3.2 Demi-pension

1.3.3 Duplex

1.3.4 AP

1.3.5 Continental breakfast

1.3.6 Amenities

1.3.7 Comp

(7 × 2) (14)

1.4 You are training the new night-shift receptionist.

Explain to her SIX duties that she will have to complete during the shift. (6)

[40]

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the following five questions.

Start each question on a NEW PAGE.

QUESTION 2

2.1 List TEN duties of a receptionist in a hotel. (10)

2.2 Illustrate, with the aid of a diagram, the *room division structures* in a large hotel. (10)

2.3 You are required to develop a job specification for a receptionist position.

Name, and discuss, EIGHT requirements an efficient receptionist needs to comply with. (8 × 2) (16)

2.4 As a receptionist, you have to deal with different enquiries from guests.

Give ONE source of information for EACH of the following enquiries:

2.4.1 Reservations

2.4.2 Geographical locations and places of interest

2.4.3 Transport information

2.4.4 Requests for rates and facilities

(4 × 1) (4)
[40]

QUESTION 3

3.1 Name the TWO liquor licence categories, and give ONE example each of an establishment that may need such a licence category in order to operate.
(2 × 2) (4)

3.2 Give TEN pieces of information that must be collected from a guest during a reservation. (10)

3.3 Ms Nkuna, the general manager of your hotel, would like to terminate the hotel's contract with an affiliate partner.

Name, and explain to her, the THREE ways in which a booking contract can come to an end. (3 × 2) (6)

3.4 One of your guests forgot his glasses at home and cannot see the words on the registration card.

Assist him in completing the REGISTRATION CARD on ADDENDUM A (attached). He provides you with the following information:

Name and surname:	Cliff Botha (RSA)
Arrival and departure dates:	25-28 August
Home address:	4 Hillary Drive STRAND 5423
Telephone number:	021 564 7897
Car registration:	KPM 453 CA
Rate for SGLB:	R980 per room per night Deposit of R500 paid on 5 July
Form of payment:	MC54321123456789

(16)

3.5 Explain the concept of *T&P reservations*. (4)
[40]

QUESTION 4

4.1 One of the hotel's general workers fell from the ladder while trying to fix a leaking roof. He is now considering legal action against the hotel for injury on duty.

Explain to him the Workmen's Compensation Act, and how it applies to his situation. (5 × 2) (10)

4.2 Give FOUR terms that should be included in a booking contract. (4)

4.3 Give THREE reasons why the owner of an establishment may refuse accommodation to a guest. (3 × 2) (6)

4.4 4.4.1 Explain in detail how an electronic key system operates. (2)

4.4.2 Give the advantages of an electronic key system. (4 × 2) (8)

4.5 A local tour company requests an accommodation quote for a tour they are planning later in the year.

What factors do you need to keep in mind when quoting for the tour? (6)

4.6 What steps would you take when confronted with a no-trace reservation? (4)
[40]

QUESTION 5

5.1 Use the information below to complete the DENSITY CHART on ADDENDUM B (attached).

NAME OF GUEST	ROOM	DATE OF ARRIVAL AND DEPARTURE
Botha/A MRS	DBL1	5 – 7 August
Madzhie/S MR & MRS	SGL1	7 – 10 August
Le Roux/L MR & MRS	TWN1	5 – 8 August
Kgophola/J MR	SUITE1	7 - 9 August
Delry/H MRS	SGL2	13 – 15 August
Ramusi/M MR & MRS	SGL3	6 – 9 August
Seabela/B MR	DBL3	10 – 13 August
Steyn/V MRS	TWN2	13 – 15 August

(20)

5.2 An argument has erupted in the reception area about the best registration method to use when the tour group arrives, and you need to calm the situation.

Name, and explain in detail, each registration method. (3 + 7) (10)

5.3 Explain in detail the method that you would follow when checking out guests. (5 × 2) (10)

[40]

QUESTION 6

6.1 Discuss in detail the use of a rack slip. (5 × 2) (10)

6.2 Study the information below and complete the BED SHEET for 20 August on ADDENDUM C (attached).

ROOM	NAME OF GUEST	RATES	ARRIVAL & DEPARTURE DATES
22	Mr & Mrs Sehlake	R955	15 – 20 August
23	Mr & Mrs Claasen	R800	20 – 21 August
24	Ms Enslin	R955	18 – 22 August
25	Mr & Mrs Els	R1250	14 – 20 August
27	Mr & Mrs Madzhie	R800	20 – 22 August

(20)

6.3 What procedure would you follow when registering a guest that has a reservation? (5 × 2) (10)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

3.4

REGISTRATION CARD			
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:	*C Botha*		

(16)

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ADDENDUM B

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

(20)

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ADDENDUM C

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												
23												
24												
25												
26												
27												
28												

(20)

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