higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

6 JUNE 2019

This marking guideline consists of 11 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1
1.1.1 Block booking
1.1.2 European plan
1.1.3 Stay on
1.1.4 Shoulder period
1.1.5 CIP
1.1.6 Tour rate
1.1.7 Concierge
1.1.8 Back to back reservation
1.1.9 Take or place
1.1.10 Day rate

(10 × 1) (10)

1.2
1.2.1 Advance reservations
1.2.2 Porter
1.2.3 Receptionist
1.2.4 Kiosk
1.2.5 Cashier
1.2.6 Billing office
1.2.7 Housekeeping
1.2.8 Cashier
1.2.9 Receptionist
1.2.10 Accounting

(10 × 1) (10)

1.3

Foyer✓

Front Desk✓

Cashier✓	Reception✓	Information✓
	Front Office✓	

Back Office✓

Billing Office✓	Advanced Reservation Office✓	Telephone department✓

Management offices Reports and Statistics

(10)

1.4 1.4.1 False
1.4.2 False
1.4.3 True
1.4.4 False
1.4.5 True
1.4.6 False
1.4.7 True
1.4.8 True
1.4.9 False
1.4.10 True

(10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1
- A hotelkeeper has the right to contract out of his common law liability
- For the whole amount of the loss
- By making the guest sign a suitable indemnity
- Before taking up residence in the hotel
- To the effect that the hotelkeeper is released from all liability
- For any loss sustained by the guest (Any 5 × 2) (10)

2.2
- Good poise and deportment
- Personal appearance and hygiene of the highest standards
- Handling enquiries in a professional way
- Communicate with tact and diplomacy
- Good voice and speech
- Excellent telephone manner
- Personality traits: friendly, reliable, trustworthy, helpful
- Hair is styled in a professional manner
- Nails are clean and at a manageable length
- Clothing is crease free and clean
- Any reasonable answer (Any 10 × 1) (10)

2.3
- Time of week
- Time of year
- Length of stay
- How many rooms
- Facilities they will use
- Who they are
- Amount of business guaranteed by agents both high and low season (7)

Copyright reserved

2.4 2.4.1
- List kept at reception
- Records exact time guests wish to be called in the morning
- Newspaper order
- Requests for early morning tea or breakfast (4)

2.4.2
- Distributed once a week
- With information on tours for the following ten days
- List assist with the planning of staffing levels over the period
- Projects levels of occupancy in the week to come (4)

2.4.3
- Shows names
- Addresses
- Dates of visits to the hotel
- Room occupied
- Rates
- Credit rating
- Patronage
- Any special likes or dislikes of the guest (Any 5 × 1) (5)

[40]

QUESTION 3

3.1 3.1.1
- It shows at a glance how many rooms are booked and available
- It shows room types
- Dates are clearly marked at the top
- Rooms in different categories are marked from top to bottom
- Large hotels have density charts for every floor
- Large coloured dots are used to emphasise when there are no rooms available for rent in certain categories (6 × 2) (12)

3.1.2
- Covers one calendar month
- Dates are clearly marked at the top
- Room numbers and their descriptions are at the side
- Symbols (e.g. S) are sometimes used to indicate the type of rooms
- Charts for each month are prepared
- Entries are made as soon as an offer of accommodation has been made
- Entries are made in pencil
- When confirmed, the entry is marked as confirmed on the chart (Any 6 × 2) (12)

3.2 Major National Hotels✓
Found throughout the country.✓ Equally well known abroad.✓

Independent Hotels✓
Units are privately owned.✓ Operation strongly individual.✓

Hotel Consortium✓
Provides way for independently owned hotels✓ to affiliate themselves with one another Without surrendering their individuality.✓ Thus sharing advertising costs,✓ bulk purchasing and referral of bookings✓

International Corporate Hotels✓
Large chains like Hilton, Holiday Inns. Standardisation of service,✓ Mostly a hotel in major capitals throughout the world✓

Small Hotel Groups✓
Consists of no more than 4-5 hotels✓ Are usually found in the same area✓

(Any 16 × 1) (16)
[40]

QUESTION 4

4.1
- Keep a pencil and writing pad nearby
- Answer the telephone promptly
- Greet the caller formally then identify the company
- Tactfully ask who they would like to speak to or how you can help them
- Listen attentively and determine if details need to be recorded
- Write information down clearly and legibly as it is given
- Take the details of the message down correctly. Repeat the message to ensure accuracy
- When receiving calls for management, always ascertain who the caller is and the nature of the call
- Keep your voice well-modulated
- Clear spoken words and keep your tone of voice friendly (10)

4.2
- After the expiry of legal notice to give up his room
- After being asked to leave due to undesirable behaviour
- A person who is blacklisted
- If the guest cannot pay a reasonable amount upon arrival
- The guest's belongings may not be removed from his room
- He may not be refused access to the premises
- Until a court order of ejectment has been obtained
- Officer of the court has the duty to enforce the order
- In the absence of a contract to accommodate a guest for a specified period, an innkeeper is entitled to request a guest to vacate his accommodation when the guest ceases to be a traveller (Any 8 × 1) (8)

4.3 4.3.1
- Automatic confirmation
- Booking made on a public telex does not constitute a confirmation and care should be exercised when dealing with these bookings. (2)

4.3.2
- Some hotels ask for a deposit in advance
- Especially from people arriving late
- Or overseas guests
- Receipt is normally sent back with confirmation
- Guest is credited with deposit on his arrival
- Useful in case of non-arrivals (Any 5 × 1) (5)

4.3.3
- Given by hotels to guests to encourage them to use the same hotel in future
- Addressed to the hotel with no postage payable by the guest
- Pre-printed with details of room type, arrival date, number of nights, name, signatures
- Is a contract in the normal way, sometimes qualified by use of a 6pm release (4)

4.3.4
- Hotels use a standard letter of confirmation to guests
- Most common reservation requests (deposit, garage space, etc.) already in letter
- Window envelopes can cut down clerical time and costs considerably (3)

4.4
- Hotel is obliged to keep valuables such as money for safekeeping
- Strong envelope is handed to guests
- Guest places property in envelope
- Cashier marks the envelope with the name of guest and room number
- Issues receipt for the envelope
- Guest signs the receipt
- Receipt number is written on envelope
- Envelope is placed in the safe of the hotel
- When re-depositing goods, new receipt issue
- Estimate value of articles is sometimes requested (Any 8 × 1) (8)

[40]

QUESTION 5

5.1
- The license holder, his agent or employee may refuse to admit
- any person to the licensed premises or any part thereof
- and may refuse to sell or supply liquor to any persons
- and has the right to request any person to leave any part of the licensed premises
- and to remove from the premises any person who is drunk, violent or disorderly
- or whose presence on the premises may constitute an offence or the part of the holder
- in enforcing the abovementioned rights, the licensee may request a police officer to assist him. (Any 6 × 1) (6)

5.2 5.2.1
- Operated completely manually
- Requires a large amount of clerical work
- The most basic room status system
- Used by small establishments.
- Diary with a page for each day
- Line is ruled for each day for every room in the hotel
- Guest's name is written next to the room number on the page of arrival date.
- If guest stays 3 nights, name is written on following 3 pages.
- The room rate is also entered next to the name of the guest.
- Makes use of different codes to indicate the room status.
- E.g. / = room let previous night
- Advantage: provides a permanent record of room status

(Any 8 × 2) (16)

5.2.2
- The room status board links the reception office with the housekeeper in every room.
- There is a board in the reception office, cashier's office and housekeeper's office with a switch in every bedroom.
- A green light on the board indicates that the room is vacant.
- It also shows that it has been serviced and cleaned.
- A red light on the board indicates that the room is 'on change'.
- Both lights off indicate that the room is let.
- When a guest checks in the receptionist allocates a room showing a green light.
- Reception then presses a switch and the green light goes off on all 3 boards.
- When the guest departs, the cashier will switch on the red light indicating that the room is vacant and ready to be cleaned.
- The housekeeper then has the room serviced and when it is ready for letting, switch on the green light. (Any 9 × 2) (18)

[40]

QUESTION 6

6.1

Conventional Reservation Chart

Ocean Breeze Hotel



Month: MAY 2018

DATE	2	3	4	5	6	7	8	9
201TB					Sehlake C			✓
202 T			Serfontein K					✓
203 DB				Roos S				✓
204 SB				Human T				✓
205 STE					Blom G			✓
206 TS								
207 SB						Koch J		✓
208 DB			Baloyi W					✓

(7)

- Guest Name and the arrow must be correct to get mark.

6.2

DENSITY CHART

Ocean Breeze Hotel



MAY

Room	No	3/5	4/5	5/5	6/5	7/5	8/5	9/5	10/5	11/5	12/5	
Single	204			x	x							✓
	207		x	x	x	x	x	x				✓
	209											
	210											
Twin	201			x	x	x	x					✓
	202	x	x	x								✓
	206											
	211											
Double	203		x	x	x							✓
	208	x	x	x	x	x						✓
	213											
	214											
Suite	205			x	x	x						✓
	212											

(7)

6.3

STOP-GO CHART

Ocean Breeze Hotel



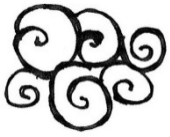
DATE	4	5	6	7	8	9	10	11	12	13
Month										
APRIL										
MAY				● ▲ ✓	● ▲ ✓	● ▲ ✓		= ✓	= ✓	= ✓
JUNE	● ■ ▲ ✓	● ■ ▲ ✓	● ■ ▲ ✓	● ■ ▲ ✓						

(10)

- ● Single rooms
- ■ Suites
- ▲ Twins or doubles
- = Conferences

6.4

RESERVATION FORM
Ocean Breeze Hotel



Name: Bouwer/MR✓
Name: Bouwer/MRS✓
Name:

Arrival: 7 June 2018✓
Departure: 12 June 2018✓

		Room type
Single		Rate:_____
Twin	x	Rate: R450✓
Double	x	Rate: R500✓
Exec		Rate: :_____
Suite		Rate: :_____
Type		Rate: :_____

Arrival time: Before 17:00✓
Guaranteed: **YES**/NO
Past guest: **YES**/NO
Mkts seg: N/A

Reservation requested by: Mrs Bouwer✓
Phone: 012 6455 454✓

Address:
27 College Avenue, Arcadia✓

Remarks: Adjoining rooms✓
Continental breakfast✓, ocean view✓
Deposit R475 pd✓

Town: Pretoria

Method of Payment: Cheque✓

CC nr: N/A

Reservation taken by: Zandile

To be confirmed by:
Written [X]✓ Verbal [ ] Date _____
Fax [ ] Letter [X]

(16)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved