higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N640**(E)**(J6)H

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

6 June 2019 (X-Paper)
09:00–12:00

This question paper consists of 8 pages and 4 pages 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. SECTION A is COMPULSORY.
2. Answer FOUR of the five in 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. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

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

1.1.1 A reservation for a group of people travelling together on a tour or company function

1.1.2 Room only

1.1.3 A guest who extends his stay beyond the original departure date

1.1.4 A mid-price period between high and low season

1.1.5 Commercially important person

1.1.6 A discounted rate only available to tour operators

1.1.7 A person who provides extra services to the hotel guest

1.1.8 One group arrives as another group departs

1.1.9 Regular customers are offered a booking at short notice

1.1.10 A rate charged for occupancy during the day but not overnight

(10 × 1) (10)

1.2 Identify the department of the rooms division of a large hotel that is responsible for the following duties:

1.2.1 A booking for a family of four

1.2.2 Dealing with guests' luggage

1.2.3 The guest requests to chance a room

1.2.4 The guest wants to buy a toothbrush in the hotel

1.2.5 Handling the safe deposit boxes for guests' valuables

1.2.6 Extracting summaries of sales figures for management

1.2.7 The guest requests clean linen

1.2.8 The department receiving the floats form other departments

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1.2.9 A guest wants information on nearby attractions

1.2.10 Preparing the guest's final bill

(10 × 1) (10)

1.3 With the aid of a diagram, illustrate the simple layout of the reception area of a large hotel. (10)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 On-consumption licenses include wine-tasting establishments.

1.4.2 The Modified American Plan describes accommodation only.

1.4.3 The cashier deals with currency exchange in a large hotel.

1.4.4 An innkeeper may sell the possessions of a guest who did not pay, within a week after the guest left.

1.4.5 The housekeeper's report is prepared twice daily showing the occupation of each room.

1.4.6 The typing and duplicating of menus by the receptionist is considered a night duty.

1.4.7 The rate for tours on which there is no commission quoted by hotels is called a 'net rate'.

1.4.8 A workman is entitled to the benefits of the Workmen's Compensation Act if he/she sustains an injury as the result of an accident arising out of his/her employment.

1.4.9 Places with on-consumption licenses may sell liquor on any day between 10:00 and 01:00.

1.4.10 The regulation for standards for foodstuffs like milk, butter and cream are as applicable to a hotel as they are to dairy farms.

(10 × 1) (10)

[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 Explain how a hotel can limit its liability for the loss of a guest's property by referring to indemnities. (5 × 2) (10)

2.2 Compile a list of the main attributes and desirable qualities of a good hotel receptionist. (10)

2.3 State the factors that will affect the price quoted for a tour. (7)

2.4 Describe the use and purpose of the following lists that are prepared and kept by reception to ensure that the needs of the guests and management are satisfied:

2.4.1 Call/Papers/EMT (4)

2.4.2 Function/Tour list/Ten day forecast (4)

2.4.3 Guest history cards (5)

[40]

QUESTION 3

3.1 State the purpose and use of the following charts:

3.1.1 Density chart (6 × 2) (12)

3.1.2 Advance reservation chart (6 × 2) (12)

3.2 Describe how the hotel industry is organised in general by differentiating between the different categories of hotels. (16)

[40]

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QUESTION 4

4.1 Write down a list of simple rules which will help the receptionist develop a good telephone manner and technique. (10)

4.2 State when service can be refused to a guest and explain briefly ejecting a guest. (8)

4.3 Describe briefly the following methods used to confirm reservations:

4.3.1 Telex / Faxes (2)

4.3.2 Deposits (5)

4.3.3 Reply-postcards (4)

4.3.4 Letters (3)

4.4 Outline the procedure the hotel needs to follow for the safekeeping of guest's valuables in an envelope. (8)
[40]

QUESTION 5

5.1 Explain *access to premises* with regard to liquor laws and regulations in South Africa. (6)

5.2 Describe in detail the operation of the following room status systems:

5.2.1 Bedroom book (8 × 2) (16)

5.2.2 Electronic room status (9 × 2) (18)
[40]

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QUESTION 6

As the receptionist at Ocean Breeze Hotel in Port Elizabeth, you have been requested by your manager to complete the following charts.

6.1 Use the following information to complete the Conventional Chart on ADDENDUM A (attached).

- Mr and Mrs S Roos will be staying for three nights. They arrive on 4 May and requested a double room with a bathroom.
- Mr K Serfontein requests a twin room for 2 nights, arriving 3 May.
- Mr and Mrs G Blom arrive 5 May and depart 7 May. They requested a suite.
- Mrs T Human will be staying for one night. She arrives on 5 May and requested a single room with a bathroom.
- Mr and Mrs C Sehlake arrive 5 May and depart 8 May. They requested a twin room with a bathroom.
- Mr and Mrs W Baloyi arrive 3 May and depart 7 May. They requested a double room with a bathroom.
- Mr J Koch will be staying for five nights. He arrives on 4 May and requested a single room with a bathroom. (7)

6.2 Use the information provided in QUESTION 6.1 and complete the Density Chart on ADDENDUM B (attached). (7)

6.3 Study the information provided below and complete the Stop-Go Chart on ADDENDUM C (attached).

- All singles, twins and double rooms are booked for the weekend 7–9 May.
- A conference is booked for 11–13 May.
- All possible accommodation is booked for 4–7 June (10)

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6.4 Mr and Mrs Bouwer have written a letter requesting accommodation. Use the information provided in the letter to finish the partially completed Room Reservation Chart on ADDENDUM D (attached).

27 College Avenue
Arcadia
PRETORIA
0001

012 645 5454

10 May 2018

The Manager
Ocean Breeze Hotel
20 Ocean Road
Port Elizabeth
1234

ACCOMMODATION REQUEST

Thank you for the brochures and tariff structures that you sent.

Our family have enjoyed previous stays with you during our trips to Port Elizabeth. We would like to reserve accommodation for five nights from 7 June 2018.

Our two children are aged 7 and 9 and therefore request a non-smoking double room with bath adjoining to a twin room with bathroom.

Since we are on holiday from Gauteng, we would prefer rooms that have ocean views. If you could please include continental breakfasts for all of us as well.

The rates shown in the tariff structures are R500 and R450 respectively. We, therefore, include a cheque to the amount of R475 to serve as a deposit.

The outstanding amount will be paid by credit card upon our arrival, which will be no later than 17:00.

We look forward to staying with you once more.

Yours faithfully

Mrs R Bouwer

(16)
[40]

REMOVE ALL THE ADDENDA FROM THE QUESTION PAPER AND PLACE IT IN THE ANSWER BOOK.

TOTAL SECTION B: 160
GRAND TOTAL: 200

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

6.1

Conventional Reservation Chart

Ocean Breeze Hotel



Month_____ 20___

DATE	3	4	5	6	7	8	9	10
201TB								
202 T								
203 DB								
204 SB								
205 STE								
206 TS								
207 SB								
208 DB								

(9)

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ADDENDUM B **EXAMINATION NUMBER:**

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										
	207										
	209										
	210										
Twin	201										
	202										
	206										
	211										
Double	203										
	208										
	213										
	214										
Suite	205										
	212										

(6)

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ADDENDUM C **EXAMINATION NUMBER:**

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

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ADDENDUM D **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

6.4

RESERVATION FORM
Ocean Breeze Hotel

Name: _____
Name: _____
Name: _____

Arrival: _____
Departure: _____

Room type

Single	☐	Rate: _____
Twin	☐	Rate: : _____
Double	☐	Rate: : _____
Exec	☐	Rate: : _____
Suite	☐	Rate: : _____
Type	☐	Rate: : _____

Arrival time: _____

Guaranteed: **YES** / NO

Past guest: **YES** / NO

Mkts seg: N/A

Reservation requested by: _____

Phone: _____

Address: _____

Remarks: _____

Town Pretoria

Method of Payment: _____

CC nr: N/A

Reservation taken by: Zandile

To be confirmed by:
Fax ☐ Letter ☒

Written ☐ Verbal ☐ Date _____

(16)

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