higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

4 June 2021

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 Concierge
1.1.2 Night audit
1.1.3 Density chart
1.1.4 Back-to-back
1.1.5 Amenities

(5 × 2) (10)

1.2
1.2.1 J
1.2.2 I
1.2.3 A
1.2.4 C
1.2.5 D
1.2.6 E
1.2.7 F
1.2.8 B
1.2.9 H
1.2.10 G

(10 × 2) (20)

1.3
- Name, address and contact details of the guest
- Date and time of arrival
- Date of departure
- Length of stay
- Room type required
- Method of payment
- Any other requests
- Special details, e.g. frequent flyer or frequent guest
- Name of person responsible for the payment (Any 6 × 1) (6)

1.4
- Be punctual when reporting for duty.
- Do not eat, drink or smoke in the reception area.
- Do not remain seated when addressing a visitor.
- Be neatly and well dressed when reporting for duty.
- Do not chew gum while on duty or assisting a guest.
- Do not lean on the counter or desk.
- Do not gossip or talk to fellow staff members when the guest is waiting to be assisted.
- Be prepared to listen patiently to a guest's chatter, no matter how boring.
- Do not socialise with guests on a personal basis.
- Staff should not make dates with guests or visit them in their rooms.
- Do not use the bar facilities of the hotel at which you work. (Any 4 × 1) (4)

[40]

TOTAL SECTION A: 40

SECTION B

Mark only FOUR questions in this section.

QUESTION 2

2.1
1. Complete the application form obtainable from SATOUR.
2. Indicate the type of accommodation.
3. Complete the information regarding the establishment as well as personal information regarding the owner on the form.
4. Supply the accommodation details.
5. Indicate when the owner will take predetermined (e.g. seasonal) breaks.
6. Indicate all the facilities available.
7. Owner signs the declaration. (7)

2.2
- It is not illegal for guests to bring their own liquor onto the property.
- The license holder can decide whether he/she will allow it or not.
- He/she can decide whether he/she would like to charge a corkage fee.
- He/she decides whether guests may consume liquor on the premises.
- He/she decides whether unconsumed alcohol may be removed from the premises.
- Liquor sold under the license must be consumed on the premises.
- The license holder can decide about corkage fee and how much.
- The customer who brought liquor on the premises may remove it.

(Any 6 × 1) (6)

2.3
- An act of God or inevitable superior force
- Fire not caused by negligence of the innkeeper or staff at the hotel
- An armed robbery, but not ordinary housebreaking or theft
- Misconduct or negligence of the guest
- A fraudulent claim by the guest (5 × 2) (10)

2.4 2.4.1
- Reservation clerk checks the registration card or register
- Ensures that booking card/book is completed correctly
- Checks that all information is legible
- If there is a query, politely asks the guest for clarification
- Checks that all the details of the guest are still the same
- Ensures that guest knows the room rate and what it includes
- Requests the form of payment and confirms that the guest intends to pay (Any 6 × 1) (6)

2.4.2
- Guest arrives at hotel and no reservation found
- Ask guest for details of booking
- Check all records
- Check whether reservation was not made under name of company
- After correspondence is checked, normal check-in procedures follow
- If guest is unknown, treat as chance guest (6)

2.5
- If more than one guest arrives simultaneously, the others have to wait.
- You cannot process the registration while the guest is checking in.
- The guests may complete the register incorrectly.
- Ink and handwritings differ; neatness of the register is affected.
- Register provides information to guests about other guests staying at the accommodation establishment. (5)

[40]

QUESTION 3

3.1
- Work together to organise conferences or large tours that will use all the facilities at the hotel
- Carry out executive functions of the hotel
- Set budgets
- Compile sales plans and selling objectives
- Enforce operating systems
- Plan, manage and lead the staff allocated to them
- Solve problems and deal with complaints
- Set policy and coordinate their departments (Any 4 × 1) (4)

3.2
- Listen attentively: Show attention and that you are listening to the complaint, keep eye contact and use the guest's name, where possible.
- Do not interrupt: An argument will encourage the complainant to carry on louder and longer.
- Wait until the person has completely finished before saying anything.
- Apologise: A short apology should be the first thing to offer, even if you are not sure that it was your or the establishment's mistake.
- Speak normally: A receptionist whose voice rises to match that of the irate guest often further aggravates a complaining guest.
- Summarise the complaint: Repeating the essence of the complaint ensures that everything has been covered and a factual, dispassionate summary helps to defuse the situation.
- Explain what action will be taken and how quickly: Give a definite time when feedback will be given. (7 × 2) (14)

3.3

RECEIPT FOR VALUABLES		
NAME	**ROOM NUMBER**	**DATE**
Mr Sithole✓	20✓	Any date✓
DESCRIPTION		**ESTIMATED VALUE**
Watch✓		R15 000✓
Gold bracelet✓		R6 000✓
GUEST'S SIGNATURE	Sithole✓	
CEIVED BY	Student name✓✓	
DATE RETURNED		
GUEST'S SIGNATURE		

(10)

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3.4
- Hotel is obliged to keep valuables such as money for safekeeping
- Strong envelope is handed to guest
- 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, a new receipt is issued
- Estimate value of articles is sometimes requested (10)

3.5 3.5.1 Arrival list
3.5.2 House list
(2 × 1) (2)
[40]

QUESTION 4

4.1 4.1.1
- Checking guests in and out
- Allocating rooms to guests
- Answering queries from guests
- Taking reservation requests over the counter and phone
- Supplying information to guests
- Assisting with account payments (Any 4 × 1) (4)

4.1.2
- Accepting payment for guests bills
- Dealing with currency exchange
- Allocating and managing safe-deposit boxes
- Handling the cash float for other cash departments
- Reconciling all cash received and depositing the monies at the bank
- Allocating and managing the petty cash system (Any 5 × 1) (5)

4.2
- Advance reservations are filed visibly under the date of arrival in the rack.
- All reservations can be filed alphabetically and the advantage is that strict alphabetical order can be maintained up to the date of arrival.
- As the reservation is made, the slip is completed and filed under the arrival date.
- This is stored in the reservation rack under the arrival date.
- If the booking is cancelled, the slip is not removed, but simply deleted.
- On the night prior to arrival of the guest, that section of the rack containing the reservations for the day is removed from the advance reservations rack.
- It is placed alongside the room rack to become the current reservation rack.
- Once the reservation slip has served its purpose, it is returned to the advance reservation section and used for future reservations. (8 × 2) (16)

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4.3 4.3.1
- Quick and cuts down on paperwork
- Lacks control if the information is incorrect
- Lacks verification of signatures, especially if extras are ordered and charged to the guest's bill (3)

4.3.2
- Cards are completed en route to the hotel
- When party arrives, cards are handed to the receptionist in exchange for keys
- Key cards will have been prepared in advance (3)

4.3.3
- Done as group arrives
- Time-consuming
- Can cause congestion around the reception desk
- Special desk can be used for registration of groups only (4)

4.4
- Check that nothing is left in the rooms.
- Check that all extras are charged to the bills and paid.
- Check that all keys are handed in.
- Clear all the baggage from the rooms to the coach.
- The tour leader gives the reception manager a voucher itemising all the charges the tour company will be responsible for and countersigns. (5)

[40]

QUESTION 5

5.1
- Voice should be well modulated
- Speak clearly and distinctly
- Tone of voice must be friendly
- Tone should not sound mechanical
- Answer promptly – after two to three rings
- Keep pen and paper handy to take messages
- Greet caller pleasantly, and then identify establishment and yourself
- Callers usually give their name and state their business; if they do not, ask how you can assist them
- Listen attentively and if information or details have to be recorded, write them down clearly and legibly
- If message has to be taken, complete message form with time, date, whom it is for, whom it is from and telephone number and ensure that details are correct
- When receiving incoming calls, always try to determine the nature of the call and route it to the person best suited to deal with the call (Any 6 × 1) (6)

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5.2
- Purpose is to assist the hotel in obtaining maximum occupancy
- Compensate for early departures, cancellations and non-arrivals
- Hotels can determine a safe percentage for overbooking by comparing occupancy records of the previous years
- Aim of overbooking is to balance the extra rooms booked with the non-arrivals and cancellations
- If establishment is full as a result of the overbooking policy, it must find alternative accommodation at a comparable establishment
- Hotel must then carry the costs if guest already paid or refund guest if guest so chooses
- If guest has a confirmed reservation, establishment could face legal steps if guest is put out or disadvantaged by the overbooking

(Any relevant 8 × 1) (8)

5.3

STOP-GO CHART										
DATE	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**
Month										
May	●✓	●✓		■✓	■✓	■✓				
June				=✓	=✓		▲ ✓	▲ ✓	▲ ✓	▲ ✓
July		●✓	●✓		■✓	■✓	■✓		=✓	=✓
August			▲ ✓	▲ ✓						

(20)

5.4 5.4.1
- Permanent record of guests that stay in the hotel
- Ideal for smaller hotels and guesthouses (2)

5.4.2
- Information on card is confidential
- If mistakes are made, new card can be issued
- Neat
- All guests can simultaneously complete the card (4)

[40]

QUESTION 6

6.1
- Prices of all room types should be displayed
- Prices must include VAT shown separately
- Prices must include service charges
- Prices should state whether meals are included or not (4)

6.2
- The establishment is full
- Traveller is unable to pay a reasonable sum of money
- Traveller is not in a fit state to be received
- When it is a blacklisted person (Any 3 × 1) (3)

6.3

RESERVATION FORM			
Name:	**SMUTS MR** ✓	Arrival:	**10 October**✓
Name:	**SMUTS MRS** ✓	Departure:	**14 October**✓
Name:			
Room type:			
Single	[ ] Rate	Arrival time:	**15:00** ✓
Twin	[ ] Rate		
Double	[**X**] Rate ✓	Guaranteed:	**YES** / NO ✓
Exec	[ ] Rate		
Suite	[ ] Rate	Past guest:	**YES** ✓
Type	[ ] Rate		
Type	[ ] Rate	Mkt seg:	----------
Reservation requested by:	**Mr Smuts**✓	Phone:	**012 456 7897**✓
Address:	**612 Hillary Street**✓	Remarks:	**Non-smoking room** ✓
Bendor		**Ocean view**✓ **Continental breakfast** ✓	
		R600 deposit paid ✓	
City/Town:	**Polokwane** ✓	Method of payment:	**Credit card** ✓
		CC no:	**MC 9876543210/19**✓
Reservation taken by:	**Any name** ✓	To be confirmed by:	
Phone [X] ✓ Verbal [ ] Date		Fax [X] Letter [ ]	

(20)

6.4
- Time of year
- Time of week
- Length of stay
- How many rooms
- What other facilities group will use
- Who they are
- Amount of business guaranteed by agents in both high and low seasons (7)

6.5
- Key card – card, not traditional key, small booklet
- Key – normal key, on large tag, name of hotel on it
- Electronic key – plastic credit card-type key, improves security (3 × 2) (6)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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