higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

4 June 2021 (X-paper)
09:00–12:00

This question paper consists of 6 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

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out all work you do not want to be marked.

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. The answers must be numbered clearly according to the section and question.
5. Read the questions carefully and pay attention to the mark allocation for an indication of the number of facts required.
6. All the necessary forms that you will need are attached to the question paper.
7. It is the responsibility of the candidate to insert addenda containing answers into the ANSWER BOOK according to the instructions.
8. Read all the questions carefully.
9. Use only a black or blue pen.
10. Start each question on a new page.
11. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Give ONE term for each of the following descriptions by writing it next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 A person who provides extra service to the hotel guest, e.g. meeting the guest at the door, organising the porters, etc.

1.1.2 A department working throughout the night that posts the charges to the guest's bills and updates the accounts

1.1.3 A reservation chart where rooms are shown in types only, e.g. singles and doubles

1.1.4 Tours and group bookings that arrive on the same day of departure of the previous ones

1.1.5 Features, services or extras offered by the accommodation type

(5 × 2) (10)

1.2 Choose a term from COLUMN A that matches a description in COLUMN B. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	EMT	A	Accommodation only, no meals
1.2.2	English breakfast	B	Rate charged for occupancy of a room, but not at night
1.2.3	European plan	C	Promotion rates, e.g. weekend rates
1.2.4	Special rates	D	Accommodation and three meals
1.2.5	American plan	E	Accommodation and breakfast
1.2.6	B&B	F	Accommodation, breakfast and one other main meal
1.2.7	Modified American plan	G	Accommodation and continental breakfast
1.2.8	Day rate	H	Service charge payable at the hotel
1.2.9	SC	I	Cereal, bacon/ham and eggs, toast, jam and marmalade, tea and coffee
1.2.10	Continental plan	J	Tea served in the mornings

(10 × 2) (20)

1.3 List SIX pieces of information that you need to acquire in order to process a reservation. (6)

1.4 Name FOUR rules of behaviour to which reception staff should adhere. (4)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Many hotels in South Africa make use of SATOUR's grading and classification scheme. List the steps that you would follow when applying this scheme. (7)

2.2 Explain in your own words the term *corkage*. (6)

2.3 When a guest stays at a hotel, the hotel is liable for the loss of the guest's property. There are, however, exceptions to this rule. Discuss FIVE exceptions to liability. (5 × 2) (10)

2.4 There are several procedures that can be followed when guests arrive at the hotel. Explain each of the following procedures:

2.4.1 Guests with reservations (6)

2.4.2 Chance guests (6)

2.5 Name FIVE disadvantages of using the hotel register. (5)
[40]

QUESTION 3

3.1 State FOUR responsibilities that all hotel managers have. (4)

3.2 The guest from room 20, Mr Sithole, visits your office to complain about a watch and gold bracelet that are missing from his room. He is very upset, as the watch cost R15 000 and the bracelet R6 000. Name and discuss the SEVEN steps you would follow in order to deal with the complaint. (7 × 2) (14)

3.3 After searching the guest's room, you discover the watch and bracelet lodged between the bed and side table. You recommend to the guest (Mr Sithole) that it would be better to place the items in the hotel safe. Complete the receipt for valuables on ADDENDUM A. (10)

3.4 Outline the procedure that you would follow when accepting Mr Sithole's valuables for safekeeping. (10)

3.5 Identify the notification list from the description provided:

3.5.1 Completed a day in advance and indicates all the guests due, their length of stay and special requirements

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3.5.2 An alphabetical list that indicates the guest and room number that is prepared every evening

(2 × 1) (2)

[40]

QUESTION 4

4.1 What are the duties of the following departments?

4.1.1 Reception (4)

4.1.2 Cashier (5)

4.2 Explain in detail the purpose and use of the rack slip. (8 × 2) (16)

4.3 You are expecting a large tour group to check into the hotel and are considering the best way to handle their group registration. Explain each of the following group registration methods:

4.3.1 Obtain details beforehand (3)

4.3.2 Provide tour leader with registration cards (3)

4.3.3 Normal registration (4)

4.4 Compile a list of points that need to be checked before a tour leaves the hotel. (5)

[40]

QUESTION 5

5.1 List SIX guidelines that will help a receptionist develop a good telephone manner. (6)

5.2 Discuss the practice of overbooking. (8)

5.3 Use the information provided below to complete the Stop-Go chart on ADDENDUM B.

* Conferences in the hotel on 8 and 9 June and 13 and 14 July * No double rooms available on 8–10 May and 9–11 July * No single rooms available on 5 and 6 May and 6 and 7 July * No suites available on 11–14 June and 7 and 8 August

(20)

5.4 Compare the advantages of the following registration methods:

5.4.1 Register (2)

5.4.2 Registration card (4)

[40]

QUESTION 6

6.1 Name the FOUR rules that SATOUR members agree to when providing tariffs to guests. (4)

6.2 State THREE instances where an establishment can refuse accommodation to a guest. (3)

6.3 You take down the following information by phone. Analyse the information in order to complete the reservation form on ADDENDUM C.

Mr and Mrs Smuts Address: 612 Hillary Street, Bendor, Polokwane, 0699 012 456 7897 Arrival date: 10 October (4 nights) Arrival time: 15:00 DBL Non-smoking Continental plan Rate: R1 050 Deposit: R600 paid on 5 September and proof faxed on 10 September Credit card: MC 9876543210/19 Requests: Ocean view, non-smoking

(20)

6.4 State SEVEN factors that will determine a tour group's rates charged by a hotel. (7)

6.5 List all the different types of keys that guests can be given when they check in. Explain each key type. (3 × 2) (6)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

3.3

RECEIPT FOR VALUABLES		
NAME	**ROOM NUMBER**	**DATE**
DESCRIPTION		**ESTIMATED VALUE**
GUEST'S SIGNATURE		
RECEIVED BY		
DATE RETURNED		
GUEST'S SIGNATURE		

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ADDENDUM B

EXAMINATION NUMBER: | | | | | | | | | | | | | |

5.3

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

(20)

- ● Single rooms
- ■ Double/Twin rooms
- ▲ Suites
- = Conferences

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ADDENDUM C

EXAMINATION NUMBER: | | | | | | | | | | | | | |

6.3

RESERVATION FORM

Name: _____ Arrival: _____
Name: _____ Departure: _____
Name: _____

Room type:
Single ☐ Rate
Twin ☐ Rate
Double ☐ Rate
Exec ☐ Rate
Suite ☐ Rate
Type ☐ Rate
Type ☐ Rate

Arrival time: _____
Guaranteed: _____
Past guest: _____
Mkt seg: ---------- _____

Reservation requested by: _____
Phone: _____

Address: _____
Remarks: _____

City/Town: _____
Method of payment: _____
CC no: _____

Reservation taken by: _____
To be confirmed by:

Phone ☐ Verbal ☐ Date _____
Fax ☒ Letter ☐

(20)

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