higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

HOTEL RECEPTION N6

29 MAY 2013

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B
	1.1.2	E
	1.1.3	G
	1.1.4	C
	1.1.5	J
	1.1.6	F
	1.1.7	A
	1.1.8	D
	1.1.9	H
	1.1.10	I

(10 × 1) (10)

1.2	1.2.1	Includes accommodation and continental breakfast.
	1.2.2	Includes accommodation and breakfast lunch OR dinner.
	1.2.3	Consists of cereal, bacon or ham and eggs, toast, jam and marmalade, tea and coffee
	1.2.4	Includes accommodation and three meals daily.
	1.2.5	Includes accommodation only.

(5 × 2) (10)

1.3	1.3.1	False
	1.3.2	False
	1.3.3	True
	1.3.4	True
	1.3.5	False
	1.3.6	False
	1.3.7	True

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1.3.8 True

1.3.9 True

1.3.10 True

(10 × 1) (10)

1.4
- International Corporate – Belong to large chains, well known world-wide. E.g. Hilton group, Southern Sun, Hyatt, Sun Intl.
- Major National Hotels – Part of international hotel category. E.g. Legacy, City Lodge, Protea, Formula One, Three Cities.
- Small Hotels – Corporately owned and consist of 3–6 hotels. E.g. Relaise Hotels, Beach house, Leisure Bay, Bantry Bay, Orion Hotels
- Independent Hotels – Privately owned. Has individuality. E.g. Hopetown Hotel, Bloemhof Hotel, Stellenbosch Hotel, Commercial Hotel.
- Hotel Consortiums – Individually owned, but affiliated with another hotel group without surrendering individuality. E.g. Cullinan Hotels. (5 × 2) (10)

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1
- Usually a large loose-leaf ledger
- To which pages are added when necessary
- Separate page for each day
- Date clearly marked at the top
- Following information entered on date of arrival:
- Names of guests, Time of arrival, Length of stay, Special requirements
- Notes are made on VIP guests, tour groups, seminars or special events.

(5 × 2) (10)

2.2
- Checking guests in and out
- Allocating rooms to guests
- Answering queries from guests
- Taking reservation requests over counter and sometimes over telephone
- Supplying information to guests
- Assisting with account payments if necessary

(Any 5 × 1) (5)

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2.3 2.3.1 Licence to sell liquor and not consume it on the premises.

2.3.2 Card indicating the name of the guest and the purpose of stay in the room. Done on daily basis.

2.3.3 Booking for which payment is guaranteed, whether or not the guest arrives.

2.3.4 Reservations kept until 6 p.m. and released for letting unless guest informs hotel of late arrival.

2.3.5 Reservations made by travel agents are subject to a commission payment to the agent on the room rate.

(5 × 2) (10)

2.4
- Room availability chart
- Advance booking chart
- Booking diary
- Hotel tariff guide
- Hotel brochure/information file
- Telephone numbers for taxis
- Bus, rail and air timetables
- Telephone directory
- Good street/town atlas
- Telephone number and address of information centre
- Local tourist information centres
- Telephone numbers of theatres
- List of churches around hotel with telephone numbers and addresses
- Local newspapers
- Postal service tariff guide
- Personal services and liaison with PostNet
- Telephone directory
- Personal liaison with doctors, hairdressers,
- Dentists, shop, restaurants, clubs etc.
- Guidebooks
- Information booklet on various provinces
- Local information office details

(Any 5 × 1) (5)

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2.5 BED SHEET:

- Used in hotels of up to 200 rooms
- Information is recorded on pre-printed sheet
- With room numbers and types
- Consists of three sections
- One sheet is used for each day
- Date and day are entered by receptionist
- During evening shift all entries copied over onto the sheet of next day
- Guests are entered into appropriate column depending on whether they are:
  - Arriving
  - Staying
  - Or leaving
- Guest staying one night only, moves straight from arrivals to departure column
- Possible to see at glance which rooms available to let
- Possible to allocate rooms before guests have checked out

(Any 10 × 1) (10)
[40]

QUESTION 3

3.1

- Handle enquiry as quickly and efficiently as possible.
- Determine exact nature of the information required.
- Organise the office so that all sources of information immediately at hand.
- Know the layout of the hotel, names of employees and persons responsible for the various departments.
- Be interested in the guest's enquiry.
- In face-to-face situation, maintain eye contact.
- Use the correct tone and volume of voice.
- Use guest's name where possible.
- Answer questions logically, briefly and clearly.
- Try your best to provide all the necessary information.
- Conduct a friendly and helpful conversation.
- Refrain from making small talk.

(Any 6 × 2) (12)

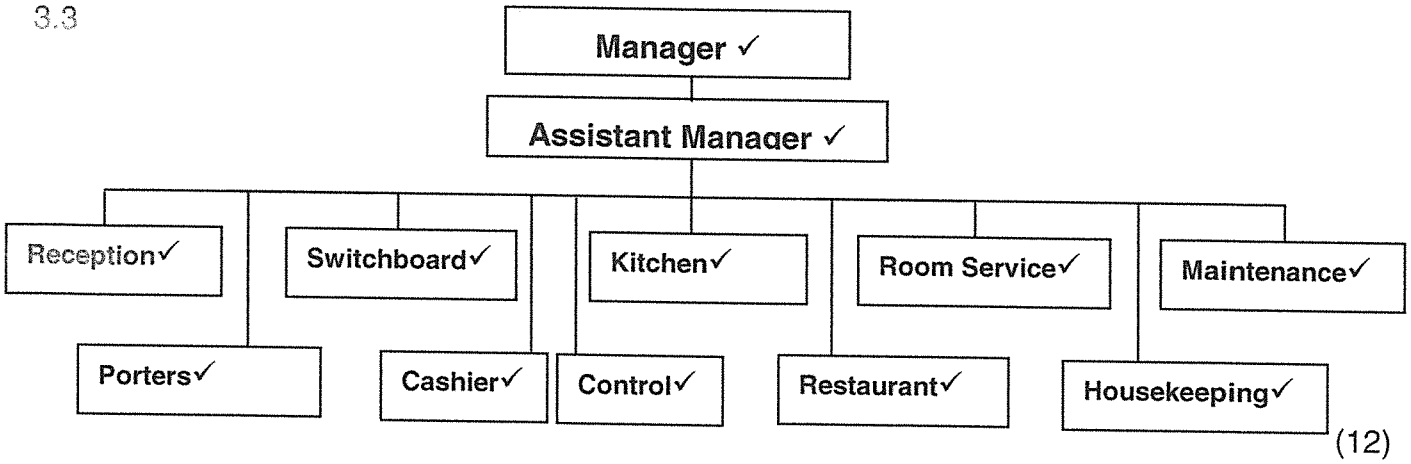
3.2

- Choose the right time for announcements. Not too early and not too late.
- Provide clear, relevant information and keep the message short.
- Use a clear tone of voice and correct language.
- Pronounce words clearly.
- Keep the microphone the correct distance from your mouth to avoid distortions.

(5 × 2) (10)

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3.3



(12)

3.4
- Performance – When both parties have performed the terms of the contract. This means that the hotel has rendered the service to the guest and the guest has fulfilled the contract by paying for the services.
- Frustration – When contract is cancelled from an event which has risen through no fault of either contracting party. (Flood, fire damage etc.).
- Breach – Where one of the parties fails to perform any one of the contract terms. This means that if the guest simply does not turn up, cancellation charges will be levied and the room released to another guest.

(3 × 6) (6)
[40]

QUESTION 4

4.1
- Ability/willingness to learn – important that receptionist communicates with ease and confidence with guests.
- Client relations – must have ability to interact with guests, answer questions, solve problems and provide information.
- Foreign language – because of international tourists, it is important that the receptionist understands a foreign language.
- Social skills – it is important that she is able to value information, not only on what is said but also in the way it is said.
- Attentive manner – has to listen to guest. Maintain eye contact. Have a pleasant voice. Use every opportunity to use guest's name.
- Diplomacy – Should display tact in handling difficult situations/guest.
- Empathy – Ability to understand guests and recognise fears and needs.
- Loyalty – Loyalty towards management and colleagues leads to better teamwork and ensures good relations within the office.
- Punctuality – Should at all times be punctual. Shows that the person is ready for additional responsibility.
- Trustworthiness – Must be a person that management can trust. Deals with confidential information, money and valuables of guest.

(10 × 2) (20)

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4.2
- Obtain all details
- Of the group from tour operator in advance
- Dispense individual registration cards

Advantages:
- Quick
- Cuts down paperwork

Disadvantage:
- No confirmation that information provided is correct
- Lack of signature could cause problems
- Verification of charges signed to guests' rooms

- Provide tour leader with registration cards for each guest
- Completed en-route to hotel
- At hotel, cards are exchanged for keys
- Key cards will have been prepared in advance
- Will be given out at this stage

Advantage:
- Saves time
- Register guests in normal way, as they arrive at hotel

Disadvantage:
- Causes congestion around reception desk
- To detriment of other guests
- Solve problem by setting up special desk for tour members

(3 × 4) (12)

4.3 ADVANTAGES OF USING REGISTRATION CARD:
- Discretion could be used and information is confidential
- It is neat. If mistake is made, the guest receives another card
- It can be modified to suit the needs of a particular hotel
- Group hotels can standardise registration cards by printing only the group name on them
- International hotels sometimes produce registration cards in different languages
- Easy to handle
- Can be filed alphabetically or chronologically
- On the arrival of groups, all the different group members can fill out cards at the same time
- Registration cards can easily be checked against the reservation forms

(Any 8 × 1) (8)
[40]

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QUESTION 5

5.1 5.1.1 Room board:

- Used in larger hotels
- Board is made of slots located next to each room number
- As guest registers a small card is filled out with details of guest and length of stay
- Placed into appropriate slot
- When guest leaves, card is thrown away
- Coloured cards can be used to show whether a room is ready to be occupied

(Any 4 × 1) (4)

5.1.2 Bedroom bbok:

- Basic system
- Operated manually
- Generally used in hotels of less than 20 rooms
- It is a diary
- With a page for each day
- A line is ruled for every room
- Guest register, his name is written next to the room number and rewritten for each day after that.

(Any 4 × 1) (4)

5.2 Hotel liability or not?

- 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)

5.3 Guest with reservation:

- Find reservation form
- Ensure form completed correctly
- Ensure information is legible
- If any questions – receptionist ask guest
- Ensure information still the same
- Make sure guest knows what is included in the rate
- Determine method of payment

(Any 6 × 1) (6)

No Trace Reservation

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

(Any 6 + 6) (12)

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5.4 Qualities of a good hotel receptionist:

- Good poise and deportment
- Personal hygiene of high standards
- Handling enquiries in a professional way
- Communicate with tact and diplomacy
- Good voice and speech
- Excellent telephone manners
- Personality traits: friendly, reliable, trustworthy and helpful

(Any 5 × 2) (10)
[40]

QUESTION 6

6.1 **ADDENDUM B**

DAILY SUMMARY		**DATE: 3 June 2013**	**Distribution to:**	
No of Rooms	**Details**	**No of Sleepers**	Manager	✓
			Asst/manager	✓
30	Guests in residence last night	40	Housekeeper	✓
10✓✓	Departures	**14✓✓**	Restaurant manager	✓
20✓✓	Sub total	**26✓✓**	Head Porter	✓
6✓✓	Arrivals	**11✓✓**	Billing office	✓
1✓✓	Chance	**2✓✓**	Cashier	✓
27✓✓	Guests in residence tonight	**29✓✓**	Notes - None	
Signature: **Signature**				

(10 x 2) (20)

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6.2 **ADDENDUM C**

DENSITY CHART												
JUNE 2013												
Room		3/6	4/6	5/6	6/6	7/6	8/6	9/6	10/6	11/6	12/6	
Single	1	X	X	X	X							✓✓
	2											✓✓
	3											✓✓
Twin	1	X	X									✓✓
	2	X	X									✓✓
Double	1	X	X	X								✓✓
	2	X	X	X	X	X						✓✓
	3	X	X									✓✓
Suite	1	X	X	X	X	X	X					✓✓
	2	X	X	X								✓✓

(10 × 2) (20)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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