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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N600(E)(M29)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

29 May 2013 (X-Paper)
09:00–12:00

This question paper consists of 6 pages and a 3-page addendum.

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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 of questions will be marked. All work you do not want to be marked, must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. This question paper is divided into TWO sections and has a total of SIX questions:

   1.1 SECTION A is COMPULSORY for a total of 40 marks.

   1.2 SECTION B consists of FIVE questions, FOUR of which must be answered for a total of 160 marks.

2. Read ALL the questions carefully.

3. Number the answers according to the numbering system used in this question paper.

4. ALL the forms that you will need are attached to the question paper.

5. It is the responsibility of the candidate to INSERT ADDENDA CONTAINING ANSWERS into the ANSWER BOOK according to the instructions.

6. Start each question on a NEW page.

7. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–L) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.1.1	Duplex	A	room that is out of service
1.1.2	En pension terms	B	a two storey suite connected by a stairway
1.1.3	Disbursement	C	simplest room status system, showing who is occupying which room
1.1.4	Bedroom book	D	living room connected to one or more bedrooms
1.1.5	House list	E	weekly or daily prices inclusive of accommodation, breakfast, lunch, afternoon tea and dinner
1.1.6	Register	F	book kept at the reception desk where guests enter their names on arrival
1.1.7	Off-room	G	amount paid out by the hotel on the guest's behalf and charged to his/her bill
1.1.8	Suite	H	patented equipment that can show advance reservations or room status
1.1.9	Whitney rack	I	lists of invalid credit cards, issued by the credit company
1.1.10	Stop list	J	alphabetical guest list which is prepared every evening
		K	rooming list of tour members
		L	large room including sleeping and lounge area

(10 × 1) (10)

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1.2 Give a brief explanation for each of the following meal plans and codes:

1.2.1 CP

1.2.2 MAP

1.2.3 English breakfast

1.2.4 Full pension

1.2.5 European plan

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 A hotelier is liable for the loss of a guest's property in case of an armed robbery.

1.3.2 Small hotels are corporately owned and consist of 4–5 hotels.

1.3.3 Night money management is done between 23:00 and 08:00 by the night auditor.

1.3.4 One of the duties of the receptionist is to maintain up-to-date records of room status.

1.3.5 A menu showing a variety of courses or meals from which one can choose is called a buffet.

1.3.6 Corporate rates are special discounted rates offered when 10 or more rooms are reserved for a group at a hotel.

1.3.7 A general dealer who has been granted a grocer's wine licence may sell any kind of liquor.

1.3.8 There is no law in South Africa that obliges an accommodation establishment to display tariffs.

1.3.9 One of the ways a booking contract can come to an end is by performance.

1.3.10 It is not illegal for a guest to bring his own liquor onto a licenced premises and to consume the liquor.

(10 × 1) (10)

1.4 Name and explain FIVE categories of hotels and give an appropriate example of each.

(5 × 2) (10)

[40]

TOTAL SECTION A: 40

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SECTION B

Answer any FOUR of the following five questions.

QUESTION 2

2.1 State the purpose and use of the hotel bookings diary. (5 × 2) (10)

2.2 In large hotels, the reception desk is staffed 24-hours a day and the reception duties are specialised. List FIVE of these specialised duties. (5)

2.3 Briefly describe the following terms commonly used in the hotel industry:

2.3.1 Off-consumption liquor licence

2.3.2 Room history card

2.3.3 Guaranteed booking

2.3.4 6 p.m. release

2.3.5 Commissionable bookings

(5 × 2) (10)

2.4 Receptionists deal with a variety of inquiries at the reception desk. List FIVE reference materials that should be available to the efficient receptionist. (5)

2.5 Describe in detail the operation of the 'bed sheet' as room status system. (10)
[40]

QUESTION 3

3.1 As a receptionist, one of your duties is to deal with enquiries. List and briefly discuss SIX guidelines to keep in mind when handling enquiries. (6 × 2) (12)

3.2 You are asked by your manager to make a public announcement using the public address system. What FIVE guidelines should you keep in mind when making such an announcement? (5 × 2) (10)

3.3 Illustrate, with the aid of a diagram, the organisational structure of a medium-sized hotel. (12)

3.4 List and explain THREE ways in which a booking contract can end. (3 × 6) (6)
[40]

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QUESTION 4

4.1 List and explain the requirements of an efficient receptionist. (10 × 2) (20)

4.2 Tourist hotels often receive groups of tourists. Discuss THREE common ways of handling the registration of tour groups. Also, point out the advantages and disadvantages of each method where applicable. (3 × 4) (12)

4.3 Discuss the advantages of using a registration card as a method to register guests. (8)

[40]

QUESTION 5

5.1 Use the following headings to compare the following different ways to indicate room status in hotels:

5.1.1 Room board (4)

5.1.2 Bedroom book (4)

5.2 The common law states that hotels are liable for the loss or damage of guest's property. There are, however, certain exceptions to the rule. Describe the FIVE events/situations where the hotel is NOT liable for any losses.(5 × 2) (10)

5.3 Describe the procedures that must be followed when receiving guests with reservations and no-trace reservations. (6 + 6) (12)

5.4 Compile a list of the main attributes and desirable qualities of a good hotel receptionist. (5 × 2) (10)

[40]

QUESTION 6

6.1 Study the information in the BOOKINGS DIARY on ADDENDUM A. Use the information provided to complete the DAILY SUMMARY SHEET (ADDENDUM B). Remove ADDENDUM B from the question paper insert it into the ANSWER BOOK. (10 × 2) (20)

6.2 Use the information in ADDENDUM A to complete the attached DENSITY CHART on ADDENDUM C. (10 × 2) (20)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

BOOKINGS DIARY

3 June 2013

NAME	ROOM	NUMBER OF GUESTS	RATE	TYPE	NUMBER OF NIGHTS	NOTES
Plaatjies Mr/s K	423	3	R500	DB	3	Garage
Mathipa Mr R	429	1	R350	SB	4	Single Occ
Serfontein Ms K	424	1	R400	TB	2	Ocean view
Human Mr/s T	426	2	R500	DB	5	Garage
Baloyi Mr/s N	421	2	R950	STE	6	VIP
Makwala Ms O	425	1	R350	SB	1	Single Occ
Schaap Mr S	427	1	R400	TB	2	Ocean view
Alkema Mr/s S	422	2	R700	STE	3	Ocean view
Faber Mr/s E	428	2	R500	DB	2	Garage

Notes:

1. Mr S Schaap cancelled by e-mail.
2. Ms O Makwala and Mr S Alkema did not show up.
3. 14 guests from 10 rooms departed this morning.
4. Chance guests: 2 (Room 420, STE, Mr/s P. Viljoen, 3 nights).

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ADDENDUM B **EXAMINATION NUMBER:**

DAILY SUMMARY SHEET

6.1

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	✓
	Departures		Restaurant manager	✓
	Sub total		Head Porter	✓
	Arrivals		Billing office	✓
	Chance		Cashier	✓
	Guests in residence tonight		Notes	✓
Signature:				

(10 × 2) (20)

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ADDENDUM C **EXAMINATION NUMBER:**

DENSITY CHART

6.2

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										
	2										
	3										
Twin	1										
	2										
Double	1										
	2										
	3										
Suite	1										
	2										

(10 × 2) (20)

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