higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

HOTEL RECEPTION N6

14 NOVEMBER 2014

This marking guideline consists of 13 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	False		
	1.1.2	True		
	1.1.3	True		
	1.1.4	True		
	1.1.5	False		
	1.1.6	False		
	1.1.7	True		
	1.1.8	False		
	1.1.9	False		
	1.1.10	True	(10 x 1)	(10)
1.2	1.2.1	Two for one		
	1.2.2	VIP		
	1.2.3	Overbooking		
	1.2.4	Deadline		
	1.2.5	Blacklists		
	1.2.6	Adjoining rooms		
	1.2.7	Amenities		
	1.2.8	Commission		
	1.2.9	COMP		
	1.2.10	Density chart	(10 x 1)	(10)

1.3 **ON-consumption**

- Restricted areas must be indicated as such at entrance.
- Ordinary meals shall be available during hours that liquor is sold.
- Juveniles under 18 shall not be served at any counter or restricted area.
- No bottling of liquor may take place on licensed premises
- Adequate toilet facilities for males and females shall be provided
- A register of accommodation sold to each lodger will be kept on the premises
- No pin-tables, grab-tables, machine or instrument known as 'one armed bandit' or similar device shall be installed or operated on the premises
- Liquor may be sold on any day between 10:00-02:00 provided that on closed days, provided that a person takes an ordinary meal on the premises. (ANY 2 x 1) (2)

OFF-consumption

- Every vehicle for delivery of liquor shall display in a conspicuous place the name and address of the business
- No bottling shall take place on the licensed premises
- Ordered liquor shall only be delivered at licensed premises or place of storage belonging to licensee ordering it. (Any 2 x 1) (2)

Copyright reserved

1.4 **Guest write to the hotel**
Contract comes into being as soon as the reservation clerk offers the guest dates of availability and costs and the guest accepts the dates and charges.

Guest telephones the hotel
Contract comes into being as soon as guest accepts the dates and charges given by the reservations clerk (4)

1.5
- The price of all room types should be included.
- Prices should include VAT and it has to be indicated separately.
- Prices have to include service fees
- Notice has to indicate whether any meals are included
- The display should be placed at the entrance of the reception area of the hotel (2 marks) (3 x 6) (6)

1.6
- All room types are indicated
- Prices include VAT and it is indicated separately
- Prices include service fees
- Notice indicates meals
- General attractiveness of notice (2 marks) (3 x 2) (6)

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 2.1.1
- Selling accommodation to customers
- Receiving and welcoming guests when they arrive
- Registering on their arrival
- Booking out and receiving payments from guests
- Answering enquiries and queries and providing information to guests
- Attending to advanced bookings
- Allocating rooms to guests
- Listing of bookings
- Maintaining up to date records of room status
- Attending to mail
- Attending to telephonic communications
- Attending to photocopying and other administrative duties and guests' requests
- Maintaining good communication with all other sections Assisting with account payments where necessary

(Any 2 x 1) (2)

Copyright reserved

2.1.2
- Accepting payment for guest's 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 money at the bank
- Allocating and managing the petty cash system

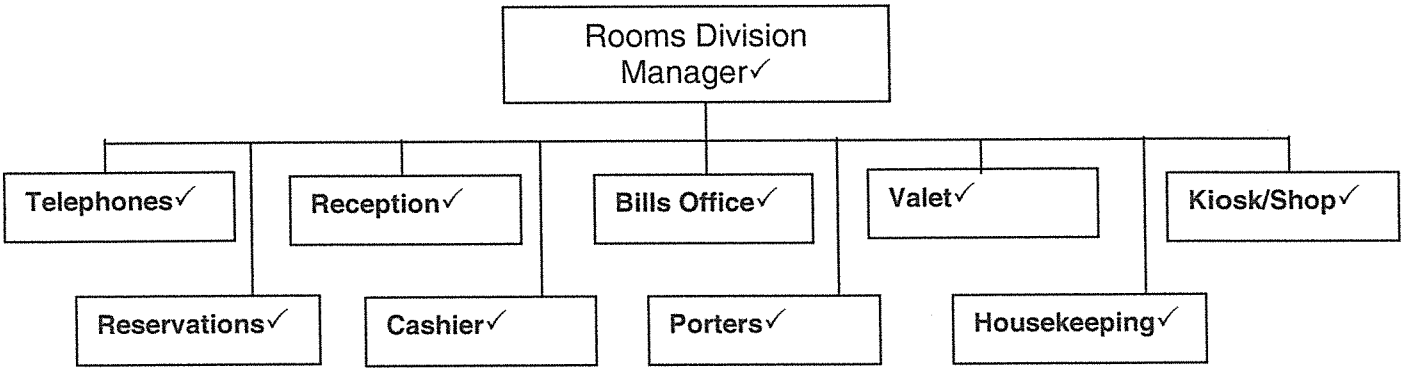
(Any 2 x 1) (2)

2.1.3
- Responsible for guest keys
- Responsible for guest enquiries
- Handling and sorting of mail
- Ordering taxi services, tours, excursions and other special requests
- Seeing to luggage and other guest needs (Any 2 x 1) (2)

2.1.4
- Preparing of guest rooms for sale
- Cleaning of all public areas, including bathrooms and toilets
- Supplying extra blankets and other services requested by the guests (Any 2 x 1) (2)

2.1.5
- Sells newspapers, gifts, tobacco and other articles such as souvenirs, clothing, towels, toothbrushes and toiletries
- Check stock levels
- Deal with petty cash (Any 2 x 1) (2)

2.2



(10)

Copyright reserved

2.3
- **Listen attentively**: show attention that you are listening to the complaint, keep eye contact and use 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 guest complaining.
- **Summarise the complaint**: repeat 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. (Any 5 x 2) (10)

2.4
- Handle enquiry as quickly and efficiently as possible.
- Determine exact nature of the information required.
- Organise the office so that all source 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 10 x 1) (10)

[40]

Copyright reserved

QUESTION 3

3.1
- The payment and confirmation of booking
- Cancellation either by the guest or the hotel
- Alteration to the terms of the contract by the hotel or the guest
- Liability for the guest's property
- Liability of the hotel for unforeseen circumstances (5)

3.2
- Full Names
- Nationality
- Passport number
- Place of issue
- Registration document
- Document establishing identity or nationality
- Date of departure
- Next destination
- Address (if known) (Any 5 x 1) (5)

3.3 **Telephone**
- Get personal contact with prospective guests.
- Establish who will be responsible for the bill.
- Determine arrival time of the guests.
- Determine any additional requests.
- Guest can determine if room is available.
- Guest can determine if price is satisfactory and a deposit needs to be paid.
- What facilities are available for use?
- Any additional services to be paid for e.g. massages, room services.

Telex
- Fewer misunderstandings regarding reservation requests.
- Immediate confirmation of the booking.
- Interactive communication as the clerk communicates with guests as they speak.
- The message can still be sent even if the reservation clerk is not on duty.

Letter
- All correspondence is documented.
- The guest can request a specific room and stipulate all needs and facilities in the letter and the establishment can book the room with all special requests prior to guest's arrival.
- The person responsible for the bill will be mentioned in the letter.
- The guest receives written proof of rates, services and facilities available at the hotel and the establishment has a copy for its records.

Overseas telegram and cables
Used for last minute changes to bookings made in advance.

Copyright reserved

Computer terminal

- Information is updated regularly by the hotel.
- If hotel is full or the room type requested not available, the computer will show the closest hotel available or alternative room types.
- The linkage with principles in the tourism industry through for example Galileo has ensured that advance bookings can be made faster and more cost effectively.
- Written confirmation of the booking is immediately received.

Personal

- The receptionist has opportunity to find out maximum information regarding room type and time of arrival and can answer any queries the guest might have.
- The guest can leave the hotel with the reservation confirmed.
- The reservation clerk could persuade the guest to upgrade the booking for a better room or additional facilities.

Email/Internet

- Many clients have access to computers and email.
- Many accommodation establishments subscribe to email on the internet
- Guests can make direct booking or enquiry.
- Establishment can respond quickly, confirming or declining the booking or supplying information.

(Any FIVE methods with any ONE advantage) (10)

3.4 Date of arrival
Length of stay
Responsible for bill
Confirmed booking
Date of reservation
Name of guest
Room type
Rate
Reservation taken by (10)

3.5 3.5.1

- It is used in luxury hotels
- The card indicates the preferences of guests
- Card is used for special and regular guests
- Control bookings against cards (4)

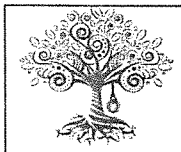
3.5.2

- Completed on day in advance
- Indicates all the guests that will arrive
- Indicates length of stay
- Indicates special requests of guests
- Porters and switchboard take down messages; and
- Supply these to the correct guests (6)

Copyright reserved

QUESTION 4

4.1



The Lone Tree Inn

25 Devenish Street
Mokopane
0893
www.thelonetree.co.za

Todays date✓

Mr W Cronje
34 Castle Road
CAPE TOWN
8000 ✓

Dear Mr Cronje✓

CONFIRMATION OF RESERVATION✓

Thank you for your enquiry✓. We, hereby, confirm ✓your reservation for a double room ✓ from 28 ✓to 30 November 2014. ✓

The rate is R850 ✓per room, which includes breakfast. ✓ We have reserved a beautiful room with a sea view ✓as you requested.

Please ensure that you pay the deposit within the next two weeks. ✓

We look forward to receiving you at our establishment. ✓

Yours sincerely

_____
Student name✓

(15)

4.2
- The room status board links the reception office with the housekeeper in every room.
- There is a board in the reception office, cashier's office and housekeeper's office with a switch in every bedroom.
- A green light on the board indicates that the room is vacant.
- It also shows that it has been serviced and cleaned.
- A red light on the board indicates that the room is 'on change'.
- Both lights off indicate that the room is let.
- When a guest checks in the receptionist allocates a room showing a green light.
- Reception then presses a switch and the green light goes off on all 3 boards.
- When the guest departs, the cashier will switch on the red light indicating that the room is vacant and ready to be cleaned.
- The housekeeper then has the room serviced and when it is ready for letting, switch on the green light. (10 x 2) (20)

4.3
- Larger hotels use the density chart to record their bookings
- Rooms are classified into groups
- Of similar type
- And no allocation of a specific room is made
- Until the guest arrives at the hotel
- It is the ideal for modern hotels where rooms are similar
- Its more useful where the guest stays for a short time
- The manager compares the number of rooms let
- with actual number of guests in hotel to determine occupancy

(Any 5 x 1) (5)
[40]

Copyright reserved

Students had to choose between QUESTION 5 or QUESTION 6

QUESTION 5

5.1 **Key Card**

- It is a card or small booklets
- That has the guest's name, room number and room rate on it
- Inside the card are details of the restaurants and other facilities
- They are printed in different colours to indicate different statuses of guests
- It is used as security check when guests collect their keys
- Advertises facilities both in and out of the hotel
- Satisfies the obligation to inform guests of their room rate when they register (Any TWO)

Key

- Keys may not be kept at reception at large hotels
- They will be kept by porters or information desk
- They are kept on a large tag
- To prevent clients from taking them away
- Whenever guest leaves room, the keys are handed to porter's desk
- The tag is marked with the room number and the name of the hotel (Any TWO)

Electronic keys

- It is a credit card type key
- They are printed for each new arrival
- With a fresh combination number
- If they are lost or stolen, all locks of room are reprogrammed
- Hotel security is consequently improved
- Keys are used as authorisation and direct billing
- They eliminate risk of charges being posted to the wrong room (Any TWO) (10)

5.2

NOTIFICATION SLIP

NAME	Mr and Mrs Serfontein✓			
FROM ROOM	255✓			
TO ROOM	301✓			
GROUP NAME				
NUMBER OF GUESTS	2✓			
RATE CHANGE	**FROM**	R600✓	**TO**	R750✓
DATE	(Today's date)		**TIME**	(any time) ✓
REMARKS				
Requests an ocean view✓ and a DB room✓				
SIGNATURE:	Student sign✓			

(10)

Copyright reserved

5.3
- Be punctual when reporting for duty.
- Do not eat and smoke in the reception area.
- Do not sit and address a visitor – stand up and be attentive when a guest approaches the counter.
- Be neat and well-dressed when reporting for duty. It is advisable that staff does 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 guests' chatter no matter how boring.
- Do not socialise with the guest's 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. (10)

5.4
- Hotel is obliged to keep valuables such as money for safekeeping.
- Strong envelope is handed to guests.
- Guest places property in envelope.
- Guest signs over seal.
- 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, new receipt issued.
- Estimate value of articles is sometimes requested. (Any 10 x 1) (10)

[40]

Copyright reserved

QUESTION 6

6.1

BED SHEET

DATE: 3 DECEMBER 2014

	ARRIVAL				STAYING				DEPARTURES			
RM	NAME	NUMBER OF GUESTS	RATE	DEPART DATE	NAME	NUMBER OF GUESTS	RATE	DEPART DATE	NAME	NUMBER OF GUESTS	RATE	DEPART DATE
21					Kgaphola ✓	1 ✓	R550 ✓	5/12 ✓				
22									Baloyi ✓	1 ✓	R550 ✓	3/12 ✓
23	Winter ✓	1 ✓	R550 ✓	4/12 ✓								
24					Faber ✓	2 ✓	R550 ✓	6/12 ✓				
25					Sebola ✓	1 ✓	R550 ✓	4/12 ✓				

(20)

Copyright reserved

6.2
- Checking and restoring cash floats.
- Completing correspondence
- Posting dinner and late night charges to the tabular ledger and guest's bills and final checking of balances in the tabular ledger.
- Typing the arrivals and departure lists for the next day and distributing to the various departments.
- Checking housekeeper's lists to note room availability for letting.
- Writing up the daily porter's book.
- Preparing the manager's report.
- Starting new tabular ledgers.
- Counting cash and preparing bank deposits.
- Finalising messages to guests and other internal departments. (5 x 2) (10)

6.3
- Name and surname
- Address
- Contact details
- Date and time of arrival
- Date of departure
- Length of stay
- Room type required
- Method of payment
- Other requests
- Special details e.g. frequent guest
- Name of person responsible for payment (Any 3 x 2) (6)

6.4
- If the key is lost or stolen, all locks of the room are reprogrammed.
- Hotel security is improved.
- Electronic keys are used as authorisation and direct billing in the restaurant, bar and other sales areas of the hotel.
- Electronic keys eliminate the risk of charges being posted to the wrong room.

(4)
[40]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved