higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N600(E)(N14)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

14 November 2014 (X-Paper)
09:00–12:00

This question paper consists of 7 pages and 3 addenda.

BUSINESS STUDIES

Copyright reserved

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. Read ALL the questions carefully.
2. This question paper is divided into TWO sections and contains a total of SIX questions.
3. SECTION A is COMPULSORY for a total of 40 marks.
4. Section B consists of five questions of which QUESTIONS 2, 3 and 4 are COMPULSORY.
5. A choice has to be made between QUESTION 5 and QUESTION 6.
6. Number the answers according to the numbering system used in this question paper.
7. Read the questions carefully and pay attention to the mark allocation for an indication of the number of facts required.
8. All the necessary forms that you will need are attached to the question paper.
9. It is the responsibility of the candidate to INSERT ADDENDA CONTAINING ANSWERS into the ANSWER BOOK according to the instructions.
10. Start each question on a NEW page.
11. Write neatly and legibly.

BUSINESS STUDIES

Copyright reserved

SECTION A (COMPULSORY)

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A menu where multiple-courses with only a few choices are charged at a fixed total price is called an à la carte menu.

1.1.2 The code for a double room with a shower is DBLS.

1.1.3 A room that is used for entertaining, usually at meetings and conventions, is called a hospitality suite.

1.1.4 A room that consists of two separate beds is called a twin room.

1.1.5 The Modified American Plan consists of accommodation, breakfast, lunch and dinner.

1.1.6 The code for a single room with a bath is SGLS.

1.1.7 A duplex is a two-story suite that is connected by a stairway.

1.1.8 TRPB is a twin room with a bath.

1.1.9 An English Breakfast consists of fruit juice, toast and rolls, jam and marmalade, tea and coffee.

1.1.10 Demi-pension terms are rates which are inclusive of accommodation, breakfast and one other main meal.

(10 x 1) (10)

BUSINESS STUDIES

Copyright reserved

1.2 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 A special rate where the spouse of a guest is given free accommodation.

1.2.2 A person who is considered important due to his popularity, celebrity or financial status.

1.2.3 The practice of accepting more reservations than there are rooms available.

1.2.4 A date by which provisional bookings have to be confirmed.

1.2.5 Lists of guests who have bad debt and do not pay their accounts.

1.2.6 Side-by-side rooms without a connecting door.

1.2.7 Features, services or extras offered by the accommodation type.

1.2.8 A payment made to agents for booking rooms or bringing in business.

1.2.9 Complimentary room provided free of charge.

1.2.10 A reservation chart mainly used in large hotels where rooms are shown in types only. (10 x 1) (10)

1.3 Give TWO general and special conditions of on-consumption and off-consumption premises. (2 x 2) (4)

1.4 Name and explain the TWO ways in which a booking contract can come into being. (2 x 2) (4)

1.5 You have been asked by your manager to design a price display.

Briefly explain the information that must be included in the notice and also where the notice should be displayed. (3 x 2) (6)

1.6 Use your answers in question 1.5 to graphically illustrate, by means of a drawing, a typical price display notice. Use half of a page in your ANSWER BOOK. (3 x 2) (6)

TOTAL SECTION A: 40

BUSINESS STUDIES

Copyright reserved

SECTION B

QUESTIONS 2, 3 and 4 are compulsory. Choose between QUESTION 5 OR QUESTION 6.

QUESTION 2

2.1 A hotel consists of many employees who work in different departments. Each of them has specific roles to play in their department.

Name TWO tasks of employees in the following departments:

2.1.1 Reception

2.1.2 Cashier

2.1.3 Head porter

2.1.4 Housekeeping

2.1.5 Kiosk (5 x 2) (10)

2.2 Illustrate, with the aid of a diagram, how the rooms division is organised in a large hotel. (10)

2.3 One of your guests complains to you that their room wasn't cleaned.

List and explain FIVE points you would follow in dealing with the guest's complaint. (5 x 2) (10)

2.4 One of the duties of a receptionist is to deal with a variety of enquiries from guests.

Briefly explain TEN guidelines which will help a receptionist deal with enquiries. (10)
[40]

QUESTION 3

3.1 Name the FIVE terms that must be included in a booking contract. (5)

3.2 List FIVE pieces of information that is required from aliens during registration. (5)

3.3 Compare FIVE methods by which a reservation can be booked by naming the methods and outlining ONE advantage of each method. (5 x 2) (10)

BUSINESS STUDIES

Copyright reserved

3.4 Study the image below. What is it called? Next to the information is a letter (a–i). Rewrite this letter in the ANSWER BOOK and write a brief explanation of the information that is found next to each letter.

(a) 8/12	(f) ENSLIN MRS C	(g) DB
(b) 5 Nts	(e) 4/5	(h) R580.00
(c) Acc to B Enslin	(d) C/F	(i) BG

(10)

3.5 Describe the use and purpose of the following lists:

3.5.1 Guest history card (4)

3.5.2 Arrivals list (6)

[40]

QUESTION 4

4.1 You are the receptionist at the Lone Tree Inn. You received the following reservation details for a guest. Use ADDENDUM A to write a suitable reply to the guest to confirm the reservation.

Guests: Mr Wessel Cronje
Address: 34 Castle Road, Cape Town, 8000
Tel: 021 456 6445
Arrival date: 28 November 2014
Departure date: 30 November 2014

He requests a double room with an ocean view and the rate is R850 BB. (15)

4.2 Discuss in detail the use of the electronic room status system.

(10 x 2) (20)

4.3 State the purpose and use of the density chart. (5)

[40]

BUSINESS STUDIES

Copyright reserved

Answer ONE of the following two questions.

QUESTION 5

5.1 List and explain the different types of keys that can be given to guests when they check in. (10)

5.2 Two guests, Mr and Mrs Serfontein, request to change from a TB room (room no 255 @ R600pd) to a DB room with a view of the ocean, room 301 @ R750pd. The reception grants the request and sends a change of room notification slip to all the necessary departments, informing them of the change. Mr and Mrs Serfontein checked in the previous day and are planning on staying for 5 nights. They only used the TB room for one night and would like to move to the DB room today. Use today's date and complete the notification slip on ADDENDUM B. (10)

5.3 List FIVE rules of behaviour that management expects their reception staff to follow. (5 x 2) (10)

5.4 One of your guests would like to store their valuables in the hotel safe.

Outline the procedure you would follow when accepting their valuables for safe keeping. (10)

[40]

OR

QUESTION 6

6.1 Study the information below to complete the bed sheet for 3 December 2014 on ADDENDUM C. The rate per room is R550 per night for the room only.

ROOM	NAME OF GUEST	ARRIVAL & DEPARTURE DATES
21	Mr Kgaphola	1 - 5 December
22	Ms Baloyi	2 - 3 December
23	Mr Winter	3 - 4 December
24	Mr & Mrs Faber	2 - 6 December
25	Mr Sebola	1 - 4 December

(20)

6.2 Explain in detail the tasks that have to be carried out during the night shift. (10)

6.3 You have received a telephonic reservation request from a customer.

List the information that you require in order to process the booking. (6)

6.4 Briefly state FOUR advantages of using electronic keys. (4)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved

BUSINESS STUDIES

ADDENDUM A

QUESTION 4

4.1 EXAMINATION NUMBER:

The Lone Tree Inn

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

BUSINESS STUDIES

(10)

Copyright reserved

ADDENDUM B

QUESTION 5

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

5.2

NOTIFICATION SLIP				
NAME				
FROM ROOM				
TO ROOM				
GROUP NAME				
NUMBER OF GUESTS				
RATE CHANGE	FROM		TO	
DATE			TIME	
REMARKS				
SIGNATURE:				

(10)

BUSINESS STUDIES

ADDENDUM C

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

Copyright reserved

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															
22															
23															
24															
25															
26															
27															

BUSINESS STUDIES

Copyright reserved