higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

HOTEL RECEPTION N6

18 NOVEMBER 2016

This marking guideline consists of 12 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 Accounting
1.1.2 Porter
1.1.3 Advance reservations
1.1.4 Cashier
1.1.5 Receptionist
1.1.6 Cashier
1.1.7 Billing office
1.1.8 Kiosk
1.1.9 Receptionist
1.1.10 Housekeeping

(10 × 1) (10)

1.2
1.2.1 Two for one
1.2.2 Transit hotel
1.2.3 Stop-go chart
1.2.4 Shoulder period
1.2.5 Overbooking
1.2.6 Room board
1.2.7 Guaranteed booking.
1.2.8 Duplex
1.2.9 Blacklist
1.2.10 Close out

(10 × 1) (10)

1.3
- Prices of all room types should be displayed
- Prices must include VAT shown separately
- Prices must include service charges
- Prices could state whether meals are included or not (4)

1.4
- PERFORMANCE
  When both parties have performed in terms of the contract.

- FRUSTRATION
  When the contract is cancelled from an event which has risen through no fault of either contracting party.

- BREACH
  Where one of the parties fails to perform any one of the contract terms.

(3 + 3) (6)

1.5 1.5.1
- Extreme hairstyles are not allowed
- Clean, neat and well-groomed hair cut in stylle
- Must suit the face and personality
- Hair must be free from dandruff
- Long hair should be tied
- Avoid habit of touching your hair or curling it around your fingers (Any 2 × 1)

1.5.2
- Hands should be neat and well kept
- Avoid broken or chewed fingernails
- Avoid highly coloured or chipped nail varnish
- Avoid overly long nails
- Hands should be well groomed and creamed (Any 2 × 1)

1.5.3
- Uniforms should be kept tidy and clean at all times
- Shoes should be smart but comfortable
- No laddered tights should b eworn
- Always be fashionably and professionally clothed

(Any 2 × 1)

1.5.4
- Avoid spices like garlic
- Avoid bad chewing habits, especially chewing gum
- Bad breath is unpleasant and offensive (Any 2 × 1)

1.5.5
- Bathe regularly
- Use anti-perspirant or good deodorant daily
- Regularly launder your clothes (Any 2 × 1)

(5 × 2) (10)

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1
- Choose the right time for the announcement. Not too early and not too late and not at times when the guest wants peace and quiet.
- Provide clear, relevant information and keep the message short.
- Use a clearn tone of voice and correct language.
- Pronounce words clearly.
- Keep the microphone the correct distance from your mouth to avoid distortions. (5)

2.2
- The WCA requires employers to insure employees against disability
- As a result of accident or sickness that happens during or as a result of work
- Premiums paid to central fund
- When employee injured, employer submits reports
- Employee or family must submit claim within 6 months
- Protects employer against claims
- By employees that are injured on duty (Any 5 × 2) (10)

2.3 International corporate hotles
- Large chains, e..g. Hilton, Holiday Inn
- Their maion feature sinclude: standardisation of service, facilities and prices
- Mostly a hotel in major capitals throughout the world

Major National hotels
- Throughout the country
- Equally well known abroad

Small hotel groups
- Consist of no more than 4-5 hotels

Independent hotels
- Units are privately owned
- Operation strongly individual

Hotel consortium
- Provides a way for independently owned hotels to affiliate themselves to one another
- Without surrendering their individuality
- Thus sharing advertising costs, bulk purchasing and referral of bookings

One mark for naming the category and one any mark for the fact. (5 + 5) (10)

2.4
- Be punctual when reporting for duty
- Do not eat and smoke in the reception area
- Do not sit and address a visitor
- Be neat and well-dressed when reporting for duty
- Do 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 a guest's chatter no matter how boring
- Do not socialise with guest 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. (Any 5 × 1) (5)

2.5
- Checking and restoring cash floats
- Completing correspondence
- Posting dinner and late night charges to the tabular ledger
- Post guest's bills and final checking of balances in the tabular ledger
- Typing the arrivals and departure lists for the next day
- Distribute arrival lists 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

(Any 10 × 1) (10)

40

QUESTION 3

3.1
- A hotelkeeper has the right to contract out of his common law liability
- For the whole amount of the loss
- By making the guest sign a suitable indemnity
- Before taking up residence in the hotel
- To the effect that the hotelkeeper is released from all liability
- For any loss sustained by the guest (Any 5 × 1) (5)

3.2

ROOM RESERVATION CHART

GREYTON LODGE

NAME:	Erasmus Dr/Mrs K✓	**ARRIVAL:**	3/12/2015✓
ADDRESS:	21 Die Meer Street✓ Polokwane 0699	**DEPARTURE:**	7/12/2015✓
Single	[ ] **Rate:**	**Arrival time:**	18:30✓
Twin	[X] ✓ **Rate:** R790 ✓	**Past guest:**	Yes✓
Double	[X] ✓ **Rate:** R845 ✓	**Special request:**	Ocean view ✓
Suite	[ ] **Rate:**		

Reservation requested by: Dr Erasmus ✓ **Reservation by:** (Name) ✓

Reservation taken by: Werner Sieburg ✓ **Date:** 15/11/2015 ✓

(15)

3.3 Method 1

- Register guests in the normal way as they arrive at the hotel
- Disadvantage: causes congestion around the reception desk

Method 2

- Provide the tour leader with registration cards for each guest
- Which are completed en-route to the hotel
- When operator and guests arrive, the cards are handed to the receptionist in exchange for the room key
- Advantage: Reception has the signature of individual members
- Information provided is correct

Method 3

- Obtain all details of the group from the operator in advance
- Dispense completely with individual registration cards
- Advantage: This method is quick and cuts down on paperwork
- Disadvantage: Lack of confirmation that information provided is correct
- Lacks the signature of the individual members
- Could cause problems in the verification of charges signed to the guest rooms (Any 10 × 1) (10)

3.4

- Check that nothing has been left in the rooms
- Check that all extras are charged to the bills and are paid
- Check that all keys are handed in
- Clear all the baggage from the rooms to the coach before the group vacates the rooms
- The tour leader gives the reception manager a voucher itemising all the charges the tour company will be responsible for and counter signs (5)

3.5

- Reception should arrange a hospitality room for the group
- It is a large room accessible from the lobby of the hotel
- Tour member will use this room to rest
- Store their luggage
- Utilise the bathroom facilities before they depart (5)

[40]

QUESTION 4

4.1
- Handle the enquiry as quickly and efficiently as possible.
- Determine the exact nature of the information required in order to classify the enquiry and to establish the outcomes.
- Organise the office so that all sources of information necessary to answer enquiries are immediately at hand.
- Know the layout of the hotel, the names of all employees and the persons responsible for departments and their functions.
- Be interested in the guest's enquiry and maintain eye contact
- Use the correct tone of voice and volume
- Use the guest's name where possible
- Answer the questions logically, briefly and clearly.
- Try your best to provide all the necessary information.
- Conduct a friendly and helpful conversation.
- Do not try to make "small talk" with the guest or bore the person with personal information. (Any 5 × 1) (5)

4.2
- A license holder, his agent or employee may refuse to admit
- Any person to the licensed premises or any part thereof
- And may refuse to sell or supply liquor to any person
- And has the right to request any person to leave any part of the licensed premises
- And to remove from the premises any person is drunk, violent or disorderly
- Or whose presence on the premises may constitute an offence on the part of the holder
- In enforcing the above-mentioned rights, the licensee may request a police officer to assist him. (Any 5 × 1) (5)

4.3
- Usually a large loose-leaf ledger to which
- Pages are added when necessary
- A separate page for each day
- Date is 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.

(Any 5 × 2) (10)

4.4
- Identity booklets contain information on the facilities available at the hotel
- Also advertise and highlight features of the hotel
- Inside: name of the guest, the room number and the key code number
- If the guest is settling the bill by credit card, they can use express check-out service
- VIP guests have specially coloured booklets
- With added privileges such as pre-registration, express check in, special rates, cocktails, daily newspapers (Any 5 × 2) (10)

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4.5

RECEIPT FOR VALUABLES

GREYTON LODGE

NAME	**ROOM NUMBER**	**DATE**
Ms R Jagga✓	454✓	12 December 2015✓

DESCRIPTION	**ESTIMATED VALUE**
Gold ring✓	R5000✓
Platinum pendant✓	R3000✓
Travellers cheques✓	R4000✓

GUEST SIGNATURE	R Jagga
RECEIVED BY	(Student name) ✓
DATE RETURNED	
GUEST'S SIGNATURE	

(10)
[40]

QUESTION 5

5.1
- Room status board links the reception office with the housekeeper and every room
- Board in reception office, cashiers office and housekeeper's office with switch in every bedroom
- Green light on board indicates that room is vacant and has been serviced and cleaned
- Red light indicates that room is "on change"
- Both lights off indicate that room is let
- When guest checks in the receptionist allocates a room showing green light
- Reception then presses a switch and the green light goes off on all three boards
- When guest departs the cashier will switch on the red light indicating that room is vacant and ready to be cleaned
- Housekeeper then services the room
- When ready for letting switch green light on (10)

5.2

GREYTON LODGE

TOUR BOOKING FORM✓

Booking date:	11 NOV 2015✓	**Contact person:**	Suzy✓
Tour Operator	Beachcomber✓	**Group name:**	The Chamber Singers✓
Telephone nr	012 345 3434✓	**E-mail/Fax nr**	suzy@beachcomber.co.za✓

***Address**: 30 Menlyn Street, Pretoria* ✓

Code: *2000*

Rooms	**No**	**Net Rate**		**Arrival**	**Departure**
SB			**Date**	10 DEC 2015✓	12 DEC 2015✓
TB	16✓	R900✓	**Time**	14:30✓	09:00✓
DB	12✓	R950✓	**From**		
Other			**To**		

Special requirements:
Two members are allergic to gluten products✓

Meals	**Day of arrival Date** 09/12	**Day 2 Date** 10/12	**Day 3 Date** 11/12	**Day 4 Date** 12/12	**Day 5 Date** 13/12
Breakfast			40✓	40✓	
Lunch					
Dinner		40✓	40✓		
Function					

Booking Clerk:	Student name

Subject to terms and conditions

(20)

5.3 For the guest

- Determine if the room is available
- Determine if the price is satisfactory and if a deposit needs to be paid
- What facilities are available
- Any additional services that needs to be paid

For the hotel

- Personal contact with the prospective guest is achieved
- Establish who will be responsible for the bill
- Arrival time of the guests can be determined
- Any additional requests can be determined (Any 5 × 1)

5.4

- All the rooms in the hotel is indicated floor to floor
- Charted on a flat board of clear white transparency
- On a roll with all the days and dates of the year at the top
- Revolving from left to right at the touch of a button
- Using special coloured marking pens, which can be erased to block out specific room allocations

(2 × 5) (10)

QUESTION 6

6.1 6.1.1 Completed one day in advance, showing all the guests due to arrive, length of stay and special requirements

6.1.2 Alphabetical guest list which is prepared in the evening. It indicates the guest and his/her room number.

6.1.3 Cards are used to record the likes and dislikes of their guests.

6.1.4 Prepared in room number order and combined with house list to indicate who will be departing the next morning.

6.1.5 List of all functions and tours that are booked for the following ten days.

(5 × 1) (5)

6.2

- Billing office checks that all charges incurred and payments made have been posted to the guest's account
- Receptionist will check that all the information on the account is correct and hands the bill to the guest
- The cashier ensures that all valuables in the safe are collected and returned to guest and will issue the signed receipt
- The head porter will have staff ready to collect the luggage
- The account is settled, keys are handed in and the guest departs with an invitation to make use of the hotel's services again (5)

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6.3

DAILY SUMMARY	**DATE: 16 Dec 2015**		**Distribution to: All Dept**	
No of Rooms	**Details**	**No of Sleepers**	Manager	✓
			Asst/manager	✓
20	Guests in residence last night	30	Housekeeper	✓
11✓	Departures	**13**✓	Restaurant manager	✓
9✓	Sub total	**17**✓	Head Porter	✓
7✓	Arrivals	**9**✓	Billing office	✓
1✓	Chance	**1**✓	Cashier	✓
17✓	Guests in residence tonight	**27**✓	Notes	✓
Signature: **Signature**				

(10 × 2) (20)

6.4
- When guest registers a small card is filled out with the details of the guest, length of stay and is placed into the room slot on the rack.
- There is a rack that is specifically made for the hotel with slots
- When the guest checks out, the card is removed and thrown away.
- Maximum information about the room is presented to the receptionist
- A Perspex slider is slid into these slots to indicate the status of the room
- The room type is shown in the centre of each slot
- The room types are colour coded
- Arrows are used to indicate rooms, which are booked together
- The Perspex slider indicates one of three positions of the room
  - Red Perspex – room is vacant but not yet ready
  - Clear Perspex – room is vacant and ready
  - Yellow Perspex – slider indicates the room is let

(10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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