higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N640**(E)**(N18)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

18 November 2016 (X-Paper)
09:00–12:00

This question paper consists of 7 pages and 5 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
HOTEL RECEPTION N6
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. This question paper is divided into TWO sections and contains a total of SIX questions.
2. SECTION A is COMPULSORY for a total of 40 marks.
3. Section B consists of five questions, FOUR of which have to be answered for a total of 160 marks.
4. The answers must be numbered clearly according to the section and question.
5. Read the questions carefully and pay attention to the mark allocation for an indication of the number of facts required.
6. All the necessary forms that you will need are attached to the question paper.
7. It is the responsibility of the candidate to INSERT ADDENDA CONTAINING ANSWERS into the ANSWER BOOK according to the instructions.
8. Read ALL the questions carefully.
9. Start each question on a new page
10. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Name the department of the rooms division of a large hotel who is responsible for the following duties:

1.1.1 Preparing the guest's final bill.

1.1.2 Dealing with a guest's luggage.

1.1.3 A booking for a family of four.

1.1.4 Handling the safety deposit boxes for guests' valuables.

1.1.5 The guest wants information on nearby attractions.

1.1.6 The department receiving the floats from other departments.

1.1.7 Extracting summaries of sales figures for management.

1.1.8 The guest wants to buy a toothbrush in the hotel.

1.1.9 The chance guest requests a room.

1.1.10 A guest requests clean linen.

(10 × 1) (10)

1.2 Give ONE word/term for each of the following descriptions:

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

1.2.2 A hotel in which the guests are staying en-route to another destination.

1.2.3 A chart in the reservation office showing at a glance whether space is available.

1.2.4 A mid-price period between high and low seasons.

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

1.2.6 A board in the reception office showing the status of each room.

1.2.7 A booking for which payment is guaranteed whether or not the guest arrives.

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

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1.2.9 List of guests who have bad debt with the hotel and did not pay their account.

1.2.10 Staff is instructed not to accept bookings over certain busy periods.
(10 × 1) (10)

1.3 List FOUR pieces of information that should be indicated on a price display. (4)

1.4 Your manager is having trouble with one of his food suppliers and is considering cancelling their contract. Name and explain to him the THREE ways in which a booking contract can come to an end.
(3 + 3) (6)

1.5 You have received several complaints regarding the personal appearance and hygiene of one of your colleagues. You decide to tactfully address the issue with the affected colleague. Provide her with TWO tips and/or guidelines regarding:

1.5.1 Hair

1.5.2 Hands

1.5.3 Uniform

1.5.4 Bad breath

1.5.5 Bad odour

(5 × 2) (10)

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the following five questions.
Start each question on a NEW PAGE.

QUESTION 2

2.1 You are asked to make an announcement over the public address system. Which FIVE rules will you keep in mind when making the announcement? (5)

2.2 One of the maintenance workers at your hotel injured himself/herself while on duty. He/She is considering legal action but are unsure about the workings of the Workmen's Compensation Act. Explain to him the Act in detail. (5 × 2) (10)

2.3 Describe how the hotel industry is organised in general by differentiating between the different categories of hotels. (5 + 5) (10)

2.4 State FIVE basic rules of behaviour that management expects their reception staff to follow. (5)

2.5 List TEN duties that should be carried out by the night shift. (10)
[40]

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QUESTION 3

3.1 Explain how a hotel can limit its liability for the loss of a guest's property by referring to indemnities. (5)

3.2 Study the information provided on the telephone message (ADDENDUM A). The message was taken by the night porter of Greyton Lodge. You are the receptionist and are required to complete the reservation chart (ADDENDUM B) the following morning. The tariff for the accommodation requested is R845 for a DB and R790 for a TWN per day. Remove ADDENDUM B and place it in your answer book. (15)

3.3 Greyton Lodge often receive tour groups. During your academic studies, you have learned that there are three methods of dealing with the registration of tour groups. Compare the THREE methods by defining each method and pointing out the advantages and disadvantages where applicable. (10)

3.4 Name FIVE items that need to be checked upon the departure of a package tour. (5)

3.5 What is the procedure that should be followed if a group is not leaving until the afternoon? (5)

[40]

QUESTION 4

4.1 Verbal enquiries are one of the tasks that the receptionist will have to perform on a regular basis and it is important that the receptionist handles herself in a professional manner. Briefly discuss FIVE rules to keep in mind when dealing with enquiries. (5)

4.2 Explain "access to premises" with regard to liquor laws and regulations in South Africa. (5)

4.3 State the purpose and use of the hotel bookings diary. (10)

4.4 You are trying to persuade the hotel manager to make use of identity booklets for guests to receive upon their arrival. Describe the characteristics of identity booklets in order to persuade your manager. (10)

4.5 Ms R Jagga would like you to keep her valuables in the hotel safe. She is staying for three nights, from 12 December 2015 and her room number is 454. She requests that you keep her gold ring, valued at R5 000, a platinum pendant worth R3 000 and traveller's cheques to the value of R4 000 in the hotel safe. Complete the receipt for valuables (ADDENDUM B). (10)

[40]

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QUESTION 5

5.1 Describe in detail the use of the electronic room status board. (10)

5.2 You received a call from Suzy of Beachcomber Tours on 11 November 2015, requesting a booking for a tour group. Use the information below to complete the tour booking form on ADDENDUM D.

Reservation made by:	Suzy (Beachcomber Tours)
Contact details:	Tel: 012 345 3434 E-mail: suzy@beachcomber.co.za
Address:	30 Menlyn Street Pretoria 2000
Reservation for:	The Chamber Singers
Group size:	40
Arrival:	10 December 2015 (14:30)
Duration of stay:	2 nights (check out 09:00)
Require:	12 Double rooms (R950 room only) 16 Twin rooms (R900 room only)
Meals:	Breakfast and dinner
Special requirements:	Two of the group members are allergic to gluten products.

(20)

5.3 Suzy used the telephone to make the booking for the tour group. What advantages did Suzy and the hotel receive by making a telephonic booking? (5)

5.4 Briefly explain how the advance reservation power scan system works. (5)
[40]

QUESTION 6

6.1 Give a brief explanation of the following notification lists.

6.1.1 Arrival list

6.1.2 House list

6.1.3 Guest history card

6.1.4 Departure list

6.1.5 Ten day forecast

(5 × 1) (5)

6.2 One of your guests would like to check out of the hotel. Describe the procedure that you should follow when checking out the guest. (5)

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6.3 Study the information below. Use the information provided to complete the DAILY SUMMARY SHEET (ADDENDUM E). Remove ADDENDUM E and insert it into your answer book.

Name	Room	No of guests	Rate	Type	No of nights	Notes
Maluleke Ms R	1	1	R850	SB	3	Single occ.
Reeves Mr K	2	1	R850	SB	4	Single occ.
De Vries Mr / C J	3	2	R900	DB	2	Garage
Kelder Mr F	4	1	R850	SB	5	Single occ.
Cruise Ms T	5	1	R850	SB	6	Garage
Anderson Mr / s N	6	2	R1050	STE	1	Sea view
Glaceau Ms V	7	1	R850	SB	2	Sea view
Human Ms T	8	1	R750	TB	3	Garage
Van der Merwe Mr R	9	1	R850	SB	2	Garage

Notes:
1. Mr F Kelder did not show up
2. Ms V Glaceau cancelled her reservation by telephone
3. 13 guests from 11 rooms departed this morning
4. Chance guests: 1 (Room10, TB, Mr T Muleya)

(10 × 2) (20)

6.4 Describe in detail the purpose and use of the Whitney system. (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

3.2

TELEPHONE MESSAGE	
GREYTON LODGE	
TO: Senior Reception Clerk	
TIME: 20:23	**DATE:** 15/11/2015
FROM: Dr Erasmus	
COMPANY: --------	
TEL: 013 485 8847	**FAX:** 013 485 8848
CELLPHONE: 082 588 9787	
☐ **Has called** ☐ **Will call again** ☑ **Left a message** ☐ **Returned your call**	
MESSAGE:	
Dr and Mrs K Erasmus and 2 children under 12.	
21 Die Meer Street, Polokwane, 0699. Previous guests.	
DB and TB. 3 December 2015. 4 nights. Arrive at	
18:30. Master Card payment. Ocean view.	
Taken by: Werner Sieburg	

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ADDENDUM B **EXAMINATION NUMBER:**

3.2

ROOM RESERVATION CHART

GREYTON LODGE

NAME:	**ARRIVAL:**
ADDRESS:	**DEPARTURE:**
Single ☐ **Rate:**	**Arrival time:** _____
Twin ☐ **Rate:**	**Past guest:** _____
Double ☐ **Rate:**	**Special request:** _____
Suite ☐ **Rate:**	
Reservation requested by: _____	**Reservation by:** _____
Reservation taken by: _____	**Date:** _____

(15)

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ADDENDUM C **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

4.5

RECEIPT FOR VALUABLES

GREYTON LODGE

NAME	**ROOM NUMBER**	**DATE**

DESCRIPTION	**ESTIMATED VALUE**

GUEST SIGNATURE	
RECEIVED BY	
DATE RETURNED	
GUEST'S SIGNATURE	

(10)

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ADDENDUM D **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

5.2

GREYTON LODGE

TOUR BOOKING FORM✓

Booking date: _____ **Contact person:** _____

Tour Operator _____ **Group name:** _____

Telephone nr _____ **E-mail/Fax nr** _____

Address: **Code:**

Rooms	**No**	**Net Rate**		**Arrival**	**Departure**
SB			**Date**		
TB			**Time**		
DB			**From**		
Other			**To**		

Special requirements:

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					
Lunch					
Dinner					
Function					
Booking Clerk:					

Subject to terms and conditions

(20)

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ADDENDUM E **EXAMINATION NUMBER:**

6.3

DAILY SUMMARY		**DATE: 16 Dec 2015**	**Distribution to:**	
No of Rooms	**Details**	**No of Sleepers**	Manager	✓
			Asst/manager	✓
20	Guests in residence last night	30	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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