higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

23 NOVEMBER 2018

This marking guideline consists of 12 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 G
1.1.2 L
1.1.3 C
1.1.4 D
1.1.5 B
1.1.6 E
1.1.7 J
1.1.8 K
1.1.9 H
1.1.10 C

(10 × 1) (10)

1.2
1.2.1 A menu, showing a variety of courses or meals from which one can choose.

1.2.2 Modified American plan – includes accommodation and breakfast and lunch or dinner.

1.2.3 Abbreviation for the month September.

1.2.4 European plan – includes accommodation only, no meals.

1.2.5 Room for 4 persons with 4 beds and a shower.

(5 × 2) (10)

1.3
1.3.1 Independent hotels
1.3.2 Hotel consortiums
1.3.3 International corporate hotels
1.3.4 Major national hotels
1.3.5 Small hotel groups

(5 × 1) (5)

1.4
- Ability/Willingness to learn – important that receptionist communicates with ease and confidence with guests.
- Client relations – must have ability to interact with guests, answer questions, solves problems and providing information.
- Foreign language – because of international tourists, it is important that the receptionists understands a foreign language.
- Social skills – it is important that she is able to value information, not only on what is said but also in the way it is said.
- Attentive manner – has to listen to guest. Maintain eye contact. Have a pleasant voice. Use every opportunity to use guest's name.
- Diplomacy – should display tact in handling difficult situations/guest.
- Empathy – ability to understand guests and recognise fears and needs.
- Loyalty – loyalty towards management and colleagues leads to better teamwork and ensures good relations within the office.
- Punctuality – should at all times be punctual. Shows that person is ready for additional responsibility.
- Trustworthiness – must be a person that management can trust. Deals with confidential information, money and valuables of guest (Any 6 × 2) (12)

1.5 1.5.1 Contract comes into being as soon as the guest accepts the dates and charges given by the reservation clerk. (1)

1.5.2 Contract comes into being as soon as reservation clerk offers✓ the guest dates of availability and costs and guest accepts.✓ (2)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1
- Accept payments for guest's bills
- Deal with currency exchange
- Allocate and manage safe deposit boxes
- Handling the cash float for other cash departments of the hotel.
- Reconciling all cash received and depositing the monies at the bank. In medium to large hotels, this is the responsibility of the accountant.
- Allocating and managing the petty cash system. This is also a function of the accountant in medium to large hotels. (Any 5 × 2) (10)

2.2
- Listen attentively and show that you are listening to the complaint.
- 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 even if you are not sure that it is your mistake.
- Speak normally raising your voice often further aggravates the guest.
- Summarise the complaint by repeating what the guest said.
- Explain what action will be taken and how quickly. (7)

2.3
- Verbal communication forms a vital part of reception work.
- Reception communicates verbally with a walk-in guest or via the telephone.
- To establish good communication with guests, is part of the job in the reception office
- Guests are paying for services, you should smile, be helpful, courteous and willing to assist and express an understanding of guests needs.
- Listen properly – if staff is unable to listen, the wrong information could be communicated to the wrong departments.
- Make notes – If you cannot remember details, make notes to identify any important points.
- Speak clearly and loudly – do NOT scream, some people are hard of hearing, pronounce words correctly.
- Communicate formally, but in a friendly manner – always display a professional image. Make sure you use their name or surname. This helps them to feel at home. Communication with management is usually formal, but with colleagues informal. Establish potential problems quickly so that solutions can be found (Any appropriate answer 5 × 2) (10)

2.1
2.4.1 On-consumption
2.4.2 Off-consumption
2.4.3 Off-consumption (special license granted)
2.4.4 On-consumption

(4 × 1) (4)

2.5
- Restricted areas must be clearly indicated.
- Meals shall be available during hours that liquor is sold.
- Juveniles shall not be served at any counter or be allowed to sit or stand there.
- No bottling of liquor shall take place
- Adequate toilet facilities shall be provided.
- A register should be kept.
- No gambling shall be installed or operated on the licensed premises.
- Liquor sold from 10:00–02:00. May be sold on closed days provided meal is taken. (Any 5 × 1) (5)

2.6
- License holder may refuse to admit any person onto the premises
- The license holder may refuse to sell liquor to any persons
- The holder has the right to request any person to leave any part of the premises
- And to remove from the premises any person who is drunk, violent or disorderly
- The license holder may request a police officer to assist him.

(Any 4 × 1) (4)
[40]

QUESTION 3

3.1
- TGCSA does marketing on a regular basis.
- The TGCSA logo Certificate can be displayed.
- All government departments may only do business with companies that are graded.
- Establishments can display the TGCSA plaque.
- SA Tourism distributed guides from their offices.
- SA Tourism will refer guests to graded establishments.
- Assist establishments with positioning in market.
- Will be listed in the accommodation guide.
- Will be listed on the website.
- It's a quality control measure; guests can contact TGCSA if not happy with service. (Any 6 × 1) (6)

3.2 A hotel cannot be held responsible when the loss is due to:
- An act of God or inevitable superior force.
- Fire not caused by negligence of the innkeeper or staff at the hotel.
- An armed robbery but not ordinary housebreaking or theft.
- Misconduct or negligence of the guest.
- A fraudulent claim by the guest. (5 × 2) (10)

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3.3
- Be punctual to start the shift
- Reception staff should not smoke, eat or drink in the reception area Do NOT address visitor from sitting
- Should not lean or lounge on a counter
- Always be prepared to listen patiently
- Should not socialise with guests on a person al basis
- Should not use the bar facilities
- Be friendly, helpful and trustworthy
- Do not gossip or talk to fellow staff members while guest is waiting

(Any 4 × 1) (4)

3.4
- Check the night shift logbook for any messages or duties to be dealt with.
- Enter all late night arrivals into the previous days tabular ledger and open the guest's bill.
- Sort the post and deal with any mail/correspondence by distributing it to the correct departments,
- Any outstanding filing of documents or vouchers and guest history cards should be done.
- Compile and check the cash float to be collected by the different cash departments.
- Early morning teas, newspapers, telephone calls and any other guest charge slips or paid-outs have to be entered on the current tabular ledger and guest's bills,
- All bills for departing guests have to be made up and double checked to ensure that all charges have been entered onto the guest's bill.
- Correspondence relating to arrivals and reservations has to be checked.
- Menus have to be typed and copied.
- Check which guests are scheduled for a noon departure and have not yet settled their accounts.
- Cash is counted and prepared for paying into the bank account.
- The cash book is written up and balanced.
- Total cash received has to balance with the total duplicate of receipts issued during the morning.
- A midday balance of guests should be indicated on the tabular ledger. Any luncheon checks, lounge drinks and room service checks are posted to the tabular ledger and entered onto guest's bills.
- Ensure that all work has been processed as far as possible and that any messages or issues to be dealt with are brought to the attention of the evening shift.
- If the hotel makes use of an incident book, record any usual happenings during the course of the day should be kept. Report any happenings into the book.

(Any 10 × 1) (10)

3.5 3.5.1 Bed & Breakfast terms
3.5.2 Package rates
3.5.3 Group and convention rate
3.5.4 Voucher
3.5.5 Guarantee.

(5 × 2) (10)
[40]

QUESTION 4

4.1
- Prices of all room types should be displayed (single, double et cetera.).
- Prices must include VAT shown separately.
- Prices must include service charges and this should be stated.
- Prices should state whether meals are includes or not.
- Overall presentation of the display. (5 × 2) (10)

4.2

REGISTRATION CARD			
SURNAME	Schneider✓	**MR/MRS/MISS**	Mrs✓
FIRST NAMES	Brigitte✓		
ARRIVAL DATE	1 May✓		
DEPARTURE DATE	3 May✓		
ADDRESS	26 Rue de Paris, Bordeaux, 0245✓		
TELEPHONE NUMBER	+47 797 564 7897✓		

NATIONALITY	**CAR REGISTR✓ATION NR**
RSA✓	KRD 483 L

ROOM TYPE	**RATE**	**DEPOSIT Y/N✓**
Double room with shower✓	R1530✓	**AMOUNT PAID**
FORM OF PAYMENT	**CREDIT CARD NO**	R750✓
Diners Club✓	0123456789101112✓	

RECEPTIONIST	**DATE**
Student's name	1 May✓
GUEST SIGNATURE:	*Guest signature*

(16)

4.3 4.3.1

- The most basic room status system.
- Used by small establishments. Require large amount of clerical work.
- Diary with a page for each day.
- Line is ruled for each day for every room in the hotel.
- Guest's name is written next to the room number on the page of arrival date.
- If guest stays 3 nights, name is written on following 3 pages.
- The room rate is also entered next to the name of the guest.
- Makes use of different codes to indicate the room status.

(Any 4 × 1) (4)

4.3.2

- Used in hotels of up to 200 rooms
- Information is recorded on a pre-printed sheet with room numbers, room types and 3 sections containing arrivals, staying and departures.
- One sheet is used for each day and receptionist enters the day and date information.
- Evening shift copies entries over to the next day's sheet.
- Guest names are entered into the appropriate column, depending on whether they are arriving, staying or departing.
- Possible to allocate rooms before the guest arrives and this allocation is made in pencil.
- When guest arrives, the details are completed in pen.

(Any 5 × 1) (5)

4.3.3

- 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. (Any 5 × 1) (5)

[40]

QUESTION 5

5.1

RESERVATION FORM

Name:	**SCHNEIDER/P MR**✓	Arrival	**4 MAY**✓
Name:	**SCHNEIDER/P MRS**✓	Departure:	**6 MAY**✓
Name:			

Room type			
Single		Rate:	Arrival time: **19:30**✓
Twin		Rate:	
Double		Rate :	Guaranteed: **YES**/NO ✓
Exec		Rate:	
Suite		Rate:	Past guest: **YES** ✓
Type	X	Rate: **R1 560**✓	

Mkts seg ----------

Reservation requested by:	**Mr Schneider**✓	Phone	**+47 797 564 7897**✓
Address:	**26 Rue de Paris**✓	Remarks:	**Non-smoking room** ✓
			Champagne✓
			R780 deposit paid✓
Town	**Bordeaux** ✓	Method of Payment:	**Credit Card**✓
		CC no:	**DC: 0123456789101112**✓
Reservation taken by:	**Any name**✓	To be confirmed by:	

Phone ✓ X Verbal ✓ Date **28 MAY 2015** Fax X Letter

(20)

5.2
- Passport number and place of issue
- Date of departure
- Next destination and the address
- Hotel address and signature
- Car registration
- Purpose of visit
- Occupation
- Proposed method of payment

(Any 5 × 1) (5)

5.3
- Time of the year
- Time of the week
- Length of stay at the hotel
- Number of rooms needed
- Facilities the group will offer at the hotel
- Type of visitor
- Amount of business guaranteed by agents during both high and low seasons (Any 5 × 1) (5)

5.4 5.4.1
- It is quick and cuts down on paper work
- Disadvantage is that it lacks control.
- Cannot guarantee that information provided by tour operator is correct
- It lacks the verification of signatures.
- Especially if extras are ordered and charged to the guest's (Any 4 × 1) (4)

5.4.2
- Cards are completed en-route to hotel.
- When party arrives, cards are handed to receptionist in charge of the room keys.
- Key cards will have been prepared in advance.
- Key cards handed to guests when they receive their room keys. (4)

5.4.3
- Done as group arrives at the hotel.
- Method is time consuming and can cause congestion.
- A special desk or stand can be set up for registration of groups. (2)

[40]

QUESTION 6

6.1

DENSITY CHART											
MAY											
Room		5/5	6/5	7/5	8/5	9/5	10/5	11/5	12/5	13/5	14/5
Single	1								x✓	x✓	
	2				x✓	x✓	x✓				
	3	x✓	x✓	x✓							
Twin	1			x✓	x✓						
	2			x✓	x✓	x✓	x✓				
Double	1									x✓	x✓
	2										
	3				x✓	x✓					
Suite	1	x✓	x✓								
	2										

(20)

6.2 6.2.1

- Guest arrives at hotel and no reservation found.
- Ask guest for details of booking.
- Check all records.
- Check if reservation not made under name of company. After correspondence checked, normal check-in procedures follow.
- If guest is unknown, treat as chance guest. (Any 5 × 1) (5)

6.2.2

- Find reservation form
- Ensure form completed correctly
- Ensure information is legible
- If any questions – receptionist ask guest
- Ensure information still the same
- Make sure guest knows what is included in the rate
- Determine method of payment (Any 5 × 1) (5)

6.2.3
- Transit hotels receive bulk of their guests as chance arrivals.
- The receptionist has little information about the potential guest and their credit worthiness.
- A chance guest with a lot of luggage is unlikely to leave without paying, because staff will notice the guest.
- If there is little or no luggage, the receptionist should request a deposit or even full payment to ensure that guest will not leave without first settling the bill.
- Another way to ensure payment is to request a credit card number or take an impression of the card and after checking it out, charge the amount to the guest credit card.
- Chance guests are often asked to pay cash for all purchases while they are in the hotel or special checks may be kept on the size of their bill.
- If amount exceeds figure, guest is requested to pay the amount
- This reduces potential losses. (Any 5 × 1) (5)

6.3
- Telephone
- Telex
- Letter
- Computer terminal
- Personal
- Overseas telegrams and cables
- Email/Internet (Any 5 × 1) (5)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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