higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N640**(E)**(N23)H

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

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09:00–12:00

This question paper consists of 8 pages and 3 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. Start each question on a new page.
7. ALL the necessary forms that you will need are attached to the question paper.
8. It is the responsibility of the candidate to INSERT ADDENDA CONTAINING ANSWERS into the ANSWER BOOK according to the instructions.
9. Write neatly and legibly.

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SECTION A: COMPULSORY

QUESTION 1

1.1 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–L) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Rack rate	A	simplest room status system, showing who is occupying which room
1.1.2	Whitney rack	B	book kept at the reception desk where guest's enter their names on arrival
1.1.3	Off room	C	room that is out of service
1.1.4	Duplex	D	a two story suite connected by a stairway
1.1.5	Register	E	features, services or extras offered by accommodation establishment
1.1.6	Amenities	F	large room including sleeping and lounge area
1.1.7	Nett rate	G	published rate for a room without any discounts offered
1.1.8	House lists	H	living room connected to one or more bedrooms
1.1.9	Suite	I	rooming list of tour members
1.1.10	Bedroom book	J	rate quoted without any commission
		K	alphabetical guest list which is prepared every evening
		L	patented equipment that can show advance reservations or room status

(10 × 1) (10)

1.2 Give a brief explanation for each of the following words/terms/codes:

1.2.1 A la carte

1.2.2 MAP

1.2.3 SEP

1.2.4 EP

1.2.5 QADS

(5 × 2) (10)

1.3 Identify the hotel category from the descriptions below.

1.3.1 Hotels that are privately owned.

1.3.2 Hotels that are individually owned but are affiliated to another hotel group without surrendering their individuality.

1.3.3 Large chains which are well-known world-wide.

1.3.4 Well-known hotels in South Africa.

1.3.5 A group of 4–5 hotels that are corporately owned.

(5 × 1) (5)

1.4 You are asked by the general manager to provide training to the receptionists about being an efficient receptionist.

Name and discuss SIX requirements. (6 × 2) (12)

1.5 When does a contract come into being in the following situations?

1.5.1 Guest telephone the hotel (1)

1.5.2 Guest writes to the hotel (2)

[40]

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 Nomsa Mathye is a new cashier in your department who just joined Road Lodge Hotel at Carnival City. She is not yet familiar with the culture and environment of Road Lodge Hotel. One of your duties and responsibilities as a senior cashier is to initiate or help her to adapt as a new cashier who has joined Road Lodge Hotel.

Explain to her FIVE duties and responsibilities of a cashier. (5 × 2) (10)

2.2 While working the night shift, you received a complaint from one of the guests about the room adjacent to them being extremely noisy.

What steps would you follow to deal with this complaint? (7)

2.3 'Good verbal communication is essential in all jobs, but rarely does it play such an important part as in the reception office'

Justify the statement above, by referring to the use of verbal communication in the reception area and also suggesting FIVE tips on communicating more effectively. (5 × 2) (10)

2.4 Indicate whether the following requires on-consumption or off-consumption licenses. Write ONLY the word/term on-consumption OR off-consumption next to the question number (2.4.1–2.4.4) in the ANSWER BOOK.

2.4.1 Theatres

2.4.2 Grocery stores

2.4.3 Wine farms

2.4.4 Clubs

(4 × 1) (4)

2.5 Name FIVE general and special conditions for on-consumption premises. (5)

2.6 Briefly explain *access to premises* with regards to liquor laws and regulations in South Africa. (4)

[40]

QUESTION 3

3.1 Marlene Roux, your General Manager at Road Lodge Hotel is considering to withdraw your hotel's involvement with the Tourism Grading Council's star grading scheme.

Try to convince him otherwise by explaining to him SIX benefits of this scheme. (6)

3.2 One of your guests complains about items that are missing from their room after they forgot to close their door. They feel that the hotel is responsible for the loss and should replace the items.

Explain to the guest the FIVE exceptions to liability with regards to guests' property. (5 × 2) (10)

3.3 Reception staff members are required to follow certain rules of behaviour, to ensure an effective and productive reception area.

List FOUR of these rules (4)

3.4 List 10 duties that should be carried out by the morning shift staff. (10)

3.5 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (3.5.1–3.5.5) in the ANSWER BOOK.

3.5.1 A tariff which includes accommodation and breakfast. Breakfast can be continental or full English breakfast

3.5.2 Includes accommodation and any other service, e.g. banqueting, honeymoon package, deep-sea fishing

3.5.3 Rate charged for 10 or more rooms reserved at a hotel. This rate is quoted without commission built in

3.5.4 A pre-printed form issued by a travel agency to an accommodation establishment on behalf of the client

3.5.5 A pre-payment is sent to the hotel to hold the room past 16:00 or 18:00

(5 × 2) (10)

[40]

QUESTION 4

4.1 Use a NEW page in the ANSWER BOOK to compile a price display for your hotel. Your display should fill HALF of the page. Briefly stipulate prices and clarity that should form part of the display. (5 × 2) (10)

4.2 Assist one of your guests to complete the registration card on ADDENDUM A. (attached). She provides you with the following information:

Name and surname	Brigitte Schneider (married) from RSA
Arrival and departure dates:	1–3 May
Home address:	26 Rue de Paris Bordeaux 0245
Telephone number:	+47 797 564 7897
Car registration:	KRD 483 L
Rate for DBLS:	R1530 per double room per night Deposit of R750 paid on 3 March
Form of payment:	Dinner Club number: 0123456789101112

(16)

4.3 Explain each of the following room status systems:

4.3.1 Bedroom book (4)

4.3.2 Bed sheet (5)

4.3.3 Electronic room status board (5)

[40]

QUESTION 5

5.1 Use the information given below to complete the reservation form on ADDENDUM B (attached).

Names of guests:	SCHNEIDER P MR & MRS
Dates of arrival and departure:	4–6 MAY
Arrival time:	19:30
Room type:	Cabana (R1560)
Method of payment:	CC (DC: 0123456789101112)
Deposit:	R780
Contact details:	26 Rue de Paris Bordeaux 0245 (+47 797 564 7897)
Requests:	Non-smoking. Champagne in room. Documents were faxed

(20)

5.2 Name FIVE pieces of information that should be collected from an overseas guest during registration. (5)

5.3 State FIVE factors that affect the price hotels charge tour groups. (5)

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5.4 Briefly discuss each of the following group registration methods

5.4.1 Obtain the group's details before hand (4)

5.4.2 Provide the tour leader with registration cards for each guest (4)

5.4.3 Register guests in the normal way. (2)
[40]

QUESTION 6

6.1 Use the information below to complete the density chart on ADDENDUM C (attached).

NAME OF GUEST	ROOM	DATE OF ARRIVAL AND DEPARTURE
HUNDESHAFEN/T MR	SGL2	8–10 MAY
KUHN/C MR & MRS	TWN1	7–8 MAY
BESTER/K MR & MRS	SUITE1	5–6 MAY
ANDERSON/N MRS	SGL1	12–13 MAY
MARAIS/L MR & MRS	DBL1	13–14 MAY
BECKER/H MR	SGL3	5–7 MAY
KOTZE/B MR & MRS	DBL3	8–9 MAY
BALOYI/N MR & MRS	TWN2	7–10 MAY

(20)

6.2 Describe the procedure that you would follow when encountering the following registration situations as a receptionist at Road Lodge Hotel.

6.2.1 A no trace reservation.

6.2.2 A guest with a reservation.

6.2.3 A chance guest.

(3 × 5) (15)

6.3 Name FIVE methods of booking a reservation. (5)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A **EXAMINATION NUMBER:**

QUESTION 4.2

REGISTRATION CARD			
SURNAME		**MR/MRS/MISS**	
FIRST NAMES			
ARRIVAL DATE			
DEPARTURE DATE			
ADDRESS			
TELEPHONE NUMBER			
NATIONALITY		**CAR REGISTRATION NR**	
ROOM TYPE	**RATE**	**DEPOSIT Y/N**	
		AMOUNT PAID	
FORM OF PAYMENT	**CREDIT CARD NO**		
RECEPTIONIST		**DATE**	
GUEST SIGNATURE:	*Guest signature*		

(16)

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ADDENDUM B **EXAMINATION NUMBER:**

QUESTION 5.1

RESERVATION FORM

Name: _____

Name: _____

Name: _____

Arrival: _____

Departure: _____

Room type		
Single		Rate: _____
Twin		Rate: _____
Double		Rate: _____
Exec		Rate: _____
Suite		Rate: _____
Type		Rate: _____

Arrival time: _____

Guaranteed: YES/NO

Past guest: YES/NO

Mkts seg: N/A

Reservation requested by: _____

Phone: _____

Address: _____

Remarks: _____

Town _____

Method of Payment: _____

CC nr: _____

Reservation taken by: _____

Phone ☐ Verbal ☐ Date _____

To be confirmed by:
Fax ☒ Letter ☐

(20)

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ADDENDUM C **EXAMINATION NUMBER:**

QUESTION 6.1

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

(20)

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