higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

26 NOVEMBER 2019

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1 1.1.1 Registration card
1.1.2 Density chart
1.1.3 Whitney rack
1.1.4 Bedroom book
1.1.5 Room board

(5 × 2) (10)

1.2 1.2.1 Twins✓ or doubles✓
1.2.2 Singles✓ and twins or doubles✓
1.2.3 7-10 September✓✓

(3 × 2) (6)

1.3 1.3.1 Room only

1.3.2 Accommodation, breakfast, lunch, afternoon tea, dinner (all inclusive)

1.3.3 Full board: accommodation, breakfast, lunch, afternoon tea, dinner

1.3.4 Accommodation, breakfast and one other main meal, usually dinner

1.3.5 Unless previously notified by the guest that they will be a late arrival, the accommodation will be released for re-letting if the guest fails to arrive by 6 p.m.

(5 × 2) (10)

1.4 1.4.1 Paarl
1.4.2 Johannesburg
1.4.3 Durban
1.4.4 Cape Town

(4 × 1) (4)

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1.5

RESERVATION FORM
Radisson Blue Hotel

Name: Venter MR/MRS K✓
Name:
Name:

Arrival: 12 SEP 2018✓
Departure: 15 SEP 2018✓

		Room type
Single		Rate:_____
Twin	x	Rate: R700✓
Double	x	Rate: R700✓
Exec		Rate:_____
Suite		Rate:_____
Type		Rate:_____

Arrival time: 18:00✓
Guaranteed: **YES** / NO
Past guest: **YES** / NO
Mkt seg: N/A

Reservation requested by: Mr K Venter✓

Phone: 0834567890✓

Address: 4 Magazine Street ✓

Remarks: Ocean view request✓

City/town Polokwane

Method of payment: Cheque✓

CC nr: N/A

Reservation taken by: Andre Johnson✓

(Any 10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Method 1

- Obtain all details of group from operator in advance.
- Dispense completely with individual registration cards.
- Advantages: This method is quick and cuts down on paperwork.
- Disadvantages: Lack of confirmation that information provided by the operator is correct.
- It lacks the signature of individual members.
- Could cause problems in the verification of charges signed to guest rooms.

Method 2

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

Method 3

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

(3 × 2 for three methods plus 6 × 1 for any suitable advantages and disadvantages = 12 × 1) (12)

2.2 Letter

- A letter requesting accommodation amounts to an offer to contract.
- The hotel's written acknowledgement serves as acceptance.

Telephone

- The booking contract is concluded by telephone conversation between the guest and the hotel.
- Only where the words are sufficient to amount to an offer by one party to the other to contract, and an acceptance by that other party of the offer, will a contract be brought about.
- It is normal practice for hotels to require confirmation in writing from a client.

Chance/face to face

- A person may call at reception seeking a room.
- Traveller's request and receptionist's offer is pre-contractual.
- Receptionist telling traveller that room is available at a certain price and for a certain period is making an offer.
- Traveller accepting the offer brings contract into being.

Telex and fax

- The law considers a fax as an instant form of communication.

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- Same principles apply as to bookings made on a face-to-face basis.
- There are fewer misunderstandings regarding reservation requests. The hotel can fax confirmation of the booking, even for international bookings between countries in different time zones (12 × 1) (12)

2.3
- Time of year
- Time of week
- Length of stay
- How many rooms
- What other facilities the group will use
- Who they are
- Amount of business guaranteed by agents in both high and low season

(Any 6 × 1) (6)

<Author: Please check the density chart below against (1) the chart provided in the addendum in the question paper and (2) the info of the bookings given in the question.>>

2.4

DENSITY CHART Radisson Blu Hotel												
SEPTEMBER												
Room	No	12	13	14	15	16	17	18	19	20	21	
SGLS	101		x	x								✓
SGLB	102						x	x	x	x	x	✓
SGLS	104											
TWNS	105	x	x	x	x							✓
TWNB	106						x	x	x			✓
TWNB	107											
TWNS	108			x	x	x	x	x				✓
DBLB	109				x	x	x	x				✓
DBLS	110							x	x	x		✓
DBLB	111											
DBLS	112					x	x	x	x			✓
STE	113			x	x	x						✓
STE	114	x	x	x	x	x	x	x	x	x	x	✓

(10)
[40]

QUESTION 3

3.1 3.1.1 The tariff is available on application. (2)

3.1.2 15 (2)

3.1.2 Bed and breakfast (2)

3.1.2 It is a four-star hotel,✓✓ so guests can expect facilities that are outstanding (Superior – Excellent).✓✓ (4)

3.2 3.2.1 TV in bedroom
3.2.2 Air-conditioning in room
3.2.3 Telephone in bedroom
3.2.4 Radio in bedroom
3.2.5 Tea-/coffee-making facilities in bedroom
3.2.6 Non-smoking rooms available
3.2.7 Table d'hôtel
3.2.8 A la carte restaurant
3.2.9 Ladies bar
3.2.10 Conference facilities
3.2.11 Secretarial services
3.2.12 Night porter
3.2.13 Lounge
3.2.14 Lift available
3.2.15 Laundry and ironing facilities
3.2.16 Children welcome
3.2.17 Facilities for the disabled
3.2.18 Credit cards accepted
3.2.19 Transport to/from airport terminals
3.2.20 Covered parking

(20 × 1) (20)

3.3
- Ability/willingness to learn
- Client relations
- Foreign language
- Social skills
- Attentive manner
- Diplomacy
- Empathy
- Loyalty
- Punctuality
- Trustworthiness (10)

[40]

QUESTION 4

4.1 4.1.1 Receptionist:

- Removes the guest's name card from the reception board.
- Removes the name strip from the alphabetical list of guests.
- Notes the date of departure on the room history card.
- If a guest history card is kept, it will be brought up to date.
- If a mail-forwarding form has been completed, it will be filed alphabetically. (Any applicable 5 × 2) (10)

4.1.2 Head porter:

- Head porter will have staff ready to handle any luggage.
- Some hotels give a luggage clearance pass to the head porter when the account has been settled.
- The head porter will check off his/her departure list when the luggage is cleared. (3)

4.1.3 Head housekeeper:

- Housekeeper will tick off his/her departure list when the room has been cleared and checked.
- Will reserve a housekeeper to clean or prepare the room for the next guest. (Any applicable 2 × 1) (2)

4.1.4 Billing office:

- The billing office checks that all charges and payments have been made.
- Ensures that all charges and payments have been posted to the guest's account.
- Ensures that statement is prepared to present to the guest for payment. (3)

4.1.5 Cashier:

- The cashier ensures that all valuables in the safe or safety deposit box are collected by the guest.
- Ensures that a signed receipt is obtained.
- Ensures that any outstanding payments are made. (Any 2 × 1) (2)

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4.2
- The hotelkeeper has the right to retain a guest's luggage or property until the bill has been paid.
- This right should be exercised with caution.
- Mere suspicion that the guest will not pay his/her bill is not enough.
- If the guest is about to leave and he/she does not comply with the hotelkeeper's demands, the hotelkeeper may prevent the removal of the guest's possessions from the premises and retain the property until payment has been received.
- The hotelkeeper is not entitled to take the clothes off the back of a guest.
- He/she does not have the right to detain the guest himself/herself.
- Lien extends only to property that is on the premises.
- If luggage has already been placed in a car, it cannot be retained.
- Lien extends to all property brought onto the hotel premises. A car on hire purchase is not subject to the lien.
- If the hotelkeeper is advised that a certain article does not belong to the guest, the lien would not extend to this article.
- The hotelkeeper may retain only sufficient property to satisfy the debt.
- Property held under a lien cannot be sold until judgement has been obtained and writ of execution has been issued in the proper manner.

(Any 7 × 2) (14)

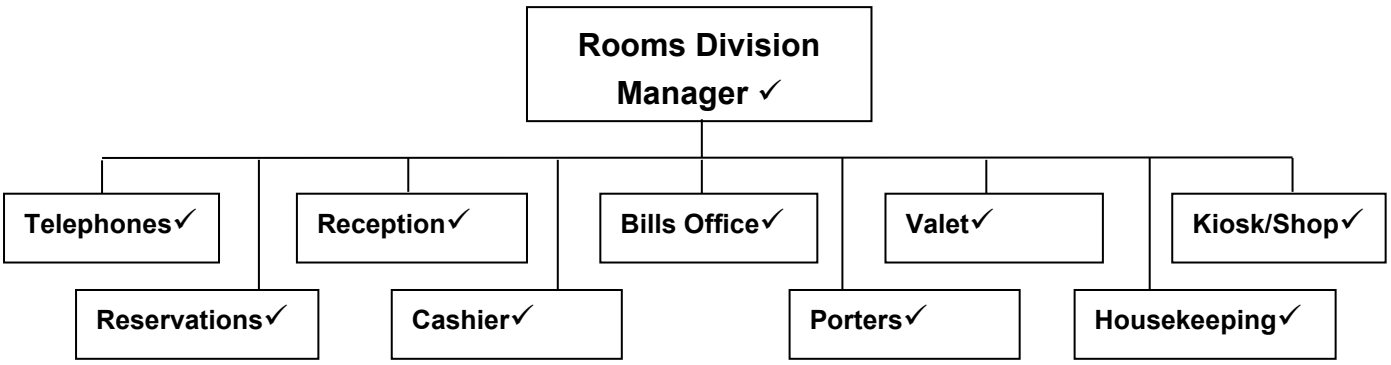
4.3
- Performance:✓ Both parties have performed the terms of the contract.✓
- Breach:✓ One of the parties fails to perform any of the contract terms.✓
- Frustration:✓ The contract is terminated through an event which has arisen through no fault of either contracting party.✓ (3 × 2) (6)

[40]

QUESTION 5

5.1
- Clear enunciation of sounds
- Correct pronunciation
- Good volume (audible, not too loud or soft)
- Friendly tone of voice
- Well-modulated voice
- Voice should never sound mechanical, indifferent or impatient (Any 5 × 1) (5)

5.2



(10)

5.3
- Traditionally a person of high status in the hierarchy of the hotel
- Responsible for guest keys
- Enquiries
- Mail
- Theatre tickets
- Car hire
- Baggage
- Other guest services (Any 5 × 1) (5)

5.4
- Always greet guests warmly.
- Greet them by name.
- Say something pleasant.
- Never argue or contradict.
- Avoid controversial conversation.
- Do not be too familiar.
- Address guests by their titles.
- Pay immediate attention to requests for information. (8)

5.5 5.5.1
- Make-up should be discreet and not overdone.
- Should consult an expert.
- Clear skin.
- Good diet.
- Enough sleep – clear eyes. (Any 4 × 1) (4)

5.5.2
- No extreme hairstyles.
- Neat, well-groomed hairstyle.
- Hair always clean and dandruff-free.
- Hair should not be trailing over paperwork. (4)

5.5.3
- Uniforms should be kept fresh and crisp.
- Clothes should be smart and attractive.
- Extremes in fashion should be avoided and colours kept discreet.
- No laddered stockings.
- Smart but comfortable shoes. (Any 4 × 1) (4)

[40]

QUESTION 6

6.1
- On arrival, the hall porter should assist guests with their luggage.
- He should escort them to the reception counter.
- Receptionist greets and welcomes the guests with a smile.
- Receptionist hands the pen to them and asks if they will complete the registration form or hotel register.
- The registration is checked to see if it has been correctly completed.
- The identity booklet (or key card), together with any messages or letters that may be waiting for them, is handed to the guests.
- The room key is given to the porter, who will escort the guests to the room.
- In case of a group check-in, the keys, identity booklets or key cards and information sheets are put in individual envelopes for distribution by the group leader.
- The receptionist should point out to the guest the location of the restaurants, lounges, public rooms and emergency exists.
- The receptionist should ask whether there is anything the guest requires or needs to know.
- If possible, the hall porter or receptionist should escort the guests to their room.
- Porters should offer to carry hand luggage and walk a few steps ahead to open any doors.
- The escort should precede the guests into the room, do a quick check to ensure that the room is in order, then hand the key to the guests.
- Any electrical appliances should be pointed out to the guests, with instructions on their use, if necessary.
- The escort should enquire if they can be of any further service.
- The number of pieces of heavy luggage the guests have on arrival should be entered into the luggage book.
- The room number should be ticked off on the arrivals and departures list.
- Guests' names are entered on the tabular ledger and their bills are started.

(Any 10 × 2) (20)

6.2
- Some visitors prove themselves to be undesirable or objectionable.
- Or a guest may have left without paying their bill.
- It is essential that this type of guest be blacklisted for future reference.
- A separate list can be kept.
- If guest history cards are kept, coloured stickers can be used.
- Notations are made on the card as to the reasons for blacklisting.
- Staff should carefully adhere to instructions such as 'refer to manager'.
- Sometimes police would circulate a list with details of people who fraudulently use hotels in the area. (Any 6 × 1) (6)

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6.3

ROOM CHANGE		**Distribution to:**	
Date: 13 September 2018✓	**Time:** Any time✓	Manager	X
Name: VENTER MR/MRS K✓	**From room no:** 210 & 211✓	Billing Office	X
No of nights: 3✓	**To room no:** 215 & 216✓	Cashier	X
No of sleepers: 4✓	**Rate:** R700✓	Head Porter	X
	Terms DBL & TWN✓	Telephone	X
Notes		Housekeeping	X
		Restaurant Manager	X
Requested a room with ocean view✓✓		Bars Manager	X
		Room Service	X
Signature: Student signature (Any)✓			

✓✓

(14)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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