higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

26 November 2019 (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.
2. SECTION A is COMPULSORY.
3. Answer only FOUR of the five questions in Section B.
4. Number the answers according to the numbering system used in this question paper.
5. Read ALL the questions carefully.
6. Pay attention to the mark allocation for an indication of the number of facts required.
7. Remove the ADDENDA from the paper and insert them in the ANSWER BOOK.
8. Start each question on a NEW page.
9. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Write down the term describing each of the following reception documents:

1.1.1 A card given to each guest on arrival to complete with details of their name and address

1.1.2 A reservation chart where rooms are shown in types only, for example singles, doubles

1.1.3 Patented equipment that can show room status or advance reservations

1.1.4 The simplest form of room status system, showing who is occupying each room; it is commonly found in smaller hotels

1.1.5 A board in the reception office showing the status of each room

(5 × 2) (10)

1.2 Study the stop-go chart in ADDENDUM A and answer the following questions regarding the chart:

1.2.1 What types of rooms are available on 4 October?

1.2.2 What types of rooms are not available on 9 August?

1.2.3 When is a conference being held in the hotel?

(3 × 2) (6)

1.3 Give a full description for the following hotel tariff terms:

1.3.1 European plan

1.3.2 En pension

1.3.3 American plan

1.3.4 Demi-pension

1.3.5 6 p.m. release

(5 × 2) (10)

1.4 In which city/town in South Africa would you find each of the following five-star hotels?

1.4.1 Grande Roche

1.4.2 Sandton Sun

1.4.3 Karos Edward

1.4.4 Mount Nelson

(4 × 1) (4)

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1.5 Study the information provided in the telephone message below. The message was taken by the night porter of the Radisson Blu Hotel. As the receptionist, you need to complete the reservation form in ADDENDUM B. The tariff for the accommodation requested is R700 per day. Remove ADDENDUM B from the question paper, fill it in and attach it to the next clean page of your answer book.

Radisson Blu Hotel Telephone Message	
TO: Senior Reception Clerk	
TIME: *15:30*	**DATE: *15* August 2018**
FROM: Mr K Venter	
COMPANY: N/A	
TELEPHONE NUMBER: 083 456 7890	
FAX NUMBER: 015 345 9787	
X **Has called**	**Will call again**
Left message	**Return call**
Mr & Mrs K Venter and 2 children, aged 8 and 11. 4 Magazine Street, Polokwane 0699. Previous guests. Requests adjoining DBL and TWN from 12 SEP 2018 for 3 nights. Arriving 18:00. Cheque payment. Requests ocean view.	
TAKEN BY: *Andrew Johnson*	

(10)
[40]

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the following five questions.

QUESTION 2

2.1 During your training as receptionist, you have learned THREE methods of dealing with the registration of tour groups.

Discuss these THREE methods and point out the advantages and disadvantages where applicable. (12)

2.2 Briefly explain the different ways a booking contract can be made. (12)

2.3 Name SIX factors the rate a hotel charges for a group of rooms depends upon. (6)

2.4 The following bookings were made at the Radisson Blu Hotel and need to be recorded on the density chart (ADDENDUM C).

- Mr and Mrs L Ngobeni will arrive on 15 September for 3 nights and stay in a double room with bathroom.
- Mr and Mrs R Fourie request a twin room with shower. They will stay from 12 to 15 September.
- Mr and Mrs G Gillespie will arrive for 2 nights on 18 September. They requested a double room with shower.
- Mrs E Enslin made a reservation for 13–14 September. She requires a single room with shower.
- Mr and Mrs S Mphahlele and two children will arrive on 14 September for 2 nights, STE.
- Mr and Ms Jameson will arrive on 17 September and requested a twin room with a bath. They will stay for 2 nights.
- Mr R Harmse will arrive on 17 September for 2 nights. He requested a single room with bathroom.
- Mr G Pretorius made a reservation for a single room with bathroom for 2 nights. Arriving 19 September.
- Mr and Mrs T Muleya reserved a double room with shower from 16–19 September.
- Mr K Robertse & Mr T Makgabo requested a twin room with shower for 4 nights. Arriving 14 September.
- Mrs G Motsepe is a long-term resident in the hotel and she is staying in a suite the entire year.

(10)
[40]

QUESTION 3

3.1 Study the information on the Radisson Blu Hotel (ADDENDUM D) and answer the questions.

3.1.1 What is the meaning of 'OA' in the tariff column? (2)

3.1.2 How many suites does this hotel have? (2)

3.1.3 What is the meaning of the abbreviation B & B? (2)

3.1.4 What level of facilities can be expected at this hotel? (4)

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3.2 Identify the following symbols. Write down the question numbers and the answers next to each question number.

3.2.1 

3.2.2 

3.2.3 

3.2.4 

3.2.5 

3.2.6 

3.2.7 

3.2.8 

3.2.9 

3.2.10 

3.2.11 

3.2.12 

3.2.13 

3.2.14 

3.2.15 

3.2.16 

3.2.17 

3.2.18 

3.2.19 

3.2.20 

(20 × 1) (20)

3.3 List 10 requirements of an efficient receptionist. (10)
[40]

QUESTION 4

4.1 When a guest departs, different departments have to follow certain procedures. Briefly describe the departure procedure that is followed by:

4.1.1 The receptionist (10)

4.1.2 The head porter (3)

4.1.3 The head housekeeper (2)

4.1.4 The billing office (3)

4.1.5 The cashier (2)

4.2 Discuss in full the innkeeper's right of lien. (7 × 2) (14)

4.3 Name and explain THREE ways how a booking contract can normally be terminated. (3 × 2) (6)
[40]

QUESTION 5

5.1 Name FIVE requirements concerning the voice and accent of the receptionist that are necessary for good verbal communication. (5)

5.2 Illustrate, with the aid of a diagram, the organisational structure of the rooms division of a large hotel. (10)

5.3 Briefly explain what role the concierge plays in the hotel organisation. (5)

5.4 Explain how the receptionist can maintain a good relationship with guests by applying good communication skills. (8)

5.5 The personal appearance and hygiene of a receptionist is of the utmost importance, since he/she is in contact with the public.

Briefly discuss the following aspects of hygiene and appearance:

5.5.1 Complexion and make-up

5.5.2 Hair

5.5.3 Clothing

(3 × 4) (12)
[40]

QUESTION 6

6.1 The law requires that a certain procedure be followed when receiving guests at a hotel.

Discuss the procedure when receiving guests in full. (10 × 2) (20)

6.2 It is an acceptable practice to blacklist some guests. Discuss the practice of blacklisting. (6)

6.3 Refer to the telephone message in QUESTION 1.5. Upon the Venters' arrival, adjoining DBL & TWN rooms with an ocean view were not available. After spending a night in the hotel, adjoining rooms with ocean views became available and they changed from rooms 210 & 211 to 215 & 216.

Complete the change slip (ADDENDUM E) that needs to be distributed to all departments concerned, informing them of the room change. (14)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

1.2

STOP-GO CHART

Radisson Blu Hotel

DATE	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**
Month										
AUG							●▲	●▲		
SEP					=	=	=	=		
OCT	●■	●■	●■	●■						

(6)

- ● Single rooms
- ■ Suites
- ▲ Twins or doubles
- = Conferences

REMOVE ADDENDUM AND PLACE IN THE ANSWER BOOK.

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ADDENDUM B

EXAMINATION NUMBER: | | | | | | | | | | | | | |

1.5

RESERVATION FORM
Radisson Blu Hotel

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

Mkt seg: N/A

Reservation requested by: _____

Phone: _____

Address: _____

Remarks: _____

City/town _____

Method of payment: _____

CC nr: N/A

Reservation taken by: _____

(10)

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ADDENDUM C

EXAMINATION NUMBER: | | | | | | | | | | | | | |

2.4

DENSITY CHART Radisson Blu Hotel											
SEPTEMBER											
Room	No	12	13	14	15	16	17	18	19	20	21
Single	101										
	102										
	103										
	104										
Twin	105										
	106										
	107										
	108										
Double	109										
	110										
	111										
	112										
Suite	113										
	114										

(10)

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ADDENDUM D

EXAMINATION NUMBER: | | | | | | | | | | | | | |

3.1 (10)

Radisson BLU HOTEL & RESIDENCE CAPE TOWN ★★★★	Beach Rd Granger Bay Cape Town 8002 021 441 3000 **capetown @radissonblu.com**	**No of rooms**		**Rate/pp**	**Type**
		0	SGL		
		125	DBL	OA	B&B
		6	TRP	OA	B&B
		15	STE	OA	B&B
					

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ADDENDUM E

EXAMINATION NUMBER: | | | | | | | | | | | | | |

6.3

ROOM CHANGE		**Distribution to:**	
Date:	Time:	Manager	
Name:	From room no:	Billing Office	
No of nights:	To room no:	Cashier	
No of sleepers:	Rate:	Head Porter	
	Terms	Telephone	
Notes		Housekeeping	
		Restaurant Manager	
		Bars Manager	
		Room Service	
Signature:			

(14)

REMOVE ADDENDUM AND PLACE IN THE ANSWER BOOK.

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