higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

8 September 2020

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1
- International corporate – Hilton, Holiday Inns, Southern Sun, Hyatt, Radisson Hotels
- Major national – Best Western, City Lodge, Protea Hotels, Sun 1, Mavenpick, Gooderson, Karos, Sun International
- Small hotel groups – Relaise, Cape Heritage, Beach house, Dorpshuis, Fair City Hotels, King George Hotels
- Independent – Hopetown, Bloemhof, Stellenbosch, Commercial, The Winston Hotel, Nababeep Hotel
- Hotel consortiums – Cullinan, Executive suite, Beach Hotel, 12 Decades Art Hotel

(Any appropriate example) (5 × 2) (10)

1.2
1.2.1 On-consumption
1.2.2 Off-consumption
1.2.3 On-consumption
1.2.4 Off-consumption

(4 × 1) (4)

1.3
1.3.1 When a reservation is released and a new booking is accepted

1.3.2 Alphabetical list of all guests that are due to arrive on a given day, completed one day in advance

1.3.3 Staff instructed not to accept any new bookings over busy periods

1.3.4 List of guests who have bad debt and do not pay their accounts

1.3.5 A room that is occupied by two people

1.3.6 Rate offered to wholesale travel agents, which does not include the commission earned on the booking

1.3.7 Rate charged for 10 or more rooms reserved as a group at a hotel. Rate is quoted without the commission built in. The travel agent must mark up the rate to the guest to earn the commission.

1.3.8 Used to indicate all the appliances and stock in the room. Inventory is checked on a yearly basis.

(8 × 2) (16)

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1.4 1.4.1 Registration card
1.4.2 Rack rate
1.4.3 Transit hotel
1.4.4 Rooms division
1.4.5 Walk-out

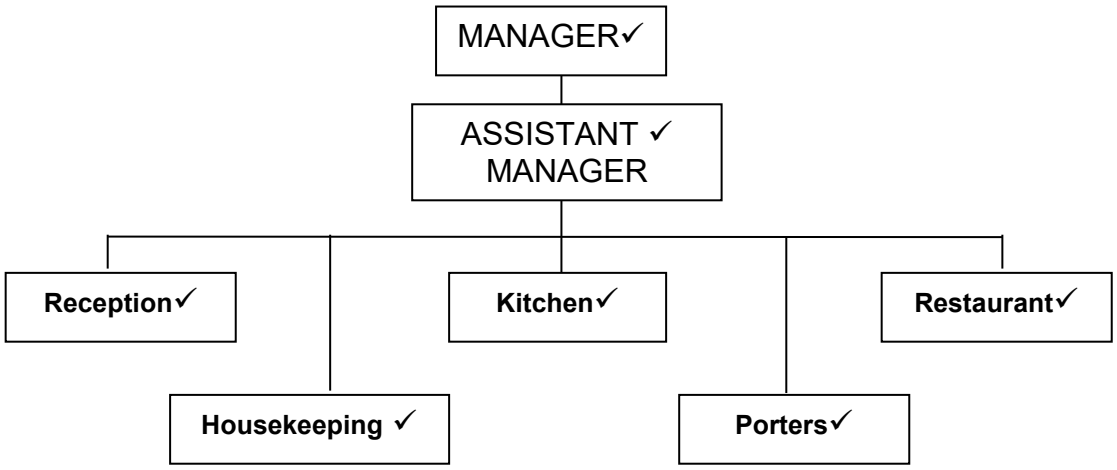
(5 × 2) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1



(7)

2.2
- 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 distributes 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 3 × 1) (3)

2.3
- The reception counter must be clean and dust-free and display literature must be up to date, tidy, neatly displayed and in the correct place.
- Ashtrays must be emptied and cleaned throughout the day.
- Flower arrangements must have fresh water and dead flowers and leaves must be removed. Artificial flowers must be dusted.
- A clean sheet of blotting paper must be in the blotter.
- A good, usable pen must be available in or attached to the reception desk.
- Desk calendars must display the correct date.
- Tariffs showing rates for each type of room must be displayed at the reception desk. (Any 4 × 2) (8)

2.4
- Checking and restoring cash floats
- Completing correspondence
- Posting dinner and late night chargers to the ledger and guest bills and final checking of balances in the tabular ledger
- Typing the arrival and departure lists for the next day
- Distributing arrival and departure lists to the various departments
- Checking the housekeepers' lists to note room availability for letting
- Writing up the daily porters' book
- Preparing the manager's report
- Starting a new tabular ledger
- Counting cash and preparing bank deposits
- Finalising messages to guests and other internal departments

(Any 10 × 1) (10)

2.5 2.5.1 Accommodation✓ and three meals✓ (2)

2.5.2 Accommodation✓ and a continental breakfast✓ (2)

2.5.3 Accommodation only (1)

2.5.4
- Accommodation
- Breakfast
- Lunch
- Dinner (4)

2.6
- Reception desk should form focus point of the reception area
- Colour of the walls and ceiling should blend with the furniture
- Tendency to use brighter colours in the reception area
- Consider the colours' ability to reflect and absorb light. Light reflects, dark absorbs
- The size, shape and height of the room
- Ceilings should be painted the same colour to obtain even reflections.
- The floor cover used affects the appearance of the reception area.
- The shape of the reception area and how furniture is arranged depend on the size of the reception area.
- The use of pot plants and flowers is important. It adds character.
- Curtains, paintings and pictures contribute towards making the reception area attractive. (Any 3 × 1) (3)

[40]

QUESTION 3

3.1
- Ability/Willingness to learn
- Client relations
- Foreign language
- Social skills
- Attentive manner
- Diplomacy
- Empathy
- Loyalty
- Punctuality
- Trustworthiness (10)

3.2
- Be punctual to start the shift
- Reception staff should not smoke, eat or drink in the reception area
- Do not address a visitor while sitting
- Should not lean or lounge on a counter
- Always be prepared to listen patiently
- Should not socialise with guests on a personal basis
- Should not use the bar facilities
- Be friendly, helpful and trustworthy
- Do not gossip or talk to fellow staff members while a guest is waiting (Any 8 × 2) (16)

3.3
- Telephone
- Telex
- Letter
- Personal
- Telegram/cable
- E-mail/Internet (Any 5 × 1) (5)

3.4
- Name, address and contact details of guest
- Date and time of arrival
- Date of departure
- Length of stay
- Type of room required
- Method of payment
- Any other requests
- Special details (frequent guest)
- Name of person responsible for payment (Any 5 × 1) (5)

3.5
- If the key is lost or stolen, all locks can be reprogrammed.
- Security of the hotel is consequently improved.
- It can be used as authorisation and direct billing in the restaurant.
- It eliminates the risk of charges being posted to the wrong room. (4)

[40]

QUESTION 4

4.1
- Room availability chart
- Advance booking chart
- Booking diary
- Hotel tariff guide
- Hotel brochure/information file
- Telephone numbers for taxis
- Bus, rail and air timetables
- Telephone directory
- Good street and town atlas
- Telephone number and address of information centres
- Information of local tourist information centre
- Local newspaper
- Telephone numbers of theatres
- List of churches around the hotel with their telephone numbers and addresses
- Local newspapers
- Tariff guide of postal services
- Personal services and liaison with PostNet
- Telephone directory
- Personal liaison with doctors, hairdressers, dentists, shops, restaurants and clubs
- Guidebooks
- Information booklet on various provinces
- Details of local information office (Any 10 × 1) (10)

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4.2 ADDENDUM A

DAILY SUMMARY				
Date: Today's date			**Distribution to:**	
No of Rooms	**Details**	**No of sleepers**	Manager	**x**
			Assistant manager	**x**
25	Guests in residence last night	50	Housekeeper	**x**
9✓	Departures	**20✓**	Restaurant manager	**x**
16✓	SUBTOTAL	**30✓**	Head porter	**x**
7✓	Arrivals	**9✓**	Billing office	**x**
1✓	Chance	**1✓**	Cashier	**x**
24✓	Guests in residence tonight	**40✓**	Notes	
Signature: *Any Signature*				

(10)

4.3 4.3.1
- List kept at reception
- Records exact time guests wish to be called in the morning
- Newspaper order
- Requests for early morning tea or breakfast (4)

4.3.2
- Distributed once a week
- with information on tours for the following ten days.
- List assists with the planning of staffing levels over the period.
- Projects levels of occupancy in the week to come. (4)

4.3.3
- Show names
- Addresses
- Dates of visits to the hotel
- Rooms occupied
- Rates
- Credit rating
- Patronage
- Any special likes or dislikes of the guest (Any 4 × 1) (4)

4.3.4
- Prepared in room number order
- Combined with the house list
- Prepared in the evening
- Indicates room of guests who will be departing the next morning
- Distributed to all departments
- Housekeeping department uses it to allocate work
- Bills department compiles account (Any 4 × 1) (4)

4.4
- Must have up-to-date knowledge of the state of every room
- Rooms can be indicated as:
  - Let
  - Vacant and not ready
  - Vacant and ready
  - Closed for repair
- Room status system must show the four options mentioned at previous point
- And be accessible for quick change
- Systems vary from manual to computerised (Any 4 × 1) (4)

[40]

QUESTION 5

5.1
- Performance✓ – When both parties have performed in terms of the contract✓
- Frustration✓ – When the contract is cancelled due to an event which has arisen through no fault of either party✓
- Breach✓ – When one of the parties fails to perform one of the contract terms✓ (3 × 2) (6)

5.2
- The Workmen's Compensation Act requires employers to insure employees against disability.
- as a result of an accident or sickness that happens during working hours or as a result of work being done.
- The premiums are paid to a central fund.
- When an employee is injured, the employer submits reports to the fund.
- The employee or family members must submit a claim within 6 months of the incident.
- The act protects the employer against claims being made against him/her
- by employees that are injured on duty. (Any 5 × 2) (10)

5.3 **ADDENDUM B**

BED SHEET												
DATE: 26 SEPTEMBER												
	ARRIVAL				**STAYING**				**DEPARTURES**			
RM	**NAME**	**NUMBER OF GUESTS**	**RATE**	**DEPART DATE**	**NAME**	**NUMBER OF GUESTS**	**RATE**	**DEPART DATE**	**NAME**	**NUMBER OF GUESTS**	**RATE**	**DEPART DATE**
4												
5					Abernethy ✓	1 ✓	R900 ✓	28/09 ✓				
6	Bornman ✓	1 ✓	R900 ✓	28/09 ✓								
7									Carvalho ✓	1 ✓	R950 ✓	26/09 ✓
8					Duly ✓	2 ✓	R1050 ✓	27/09 ✓				
9	Enoch ✓	2 ✓	R1500 ✓	30/09 ✓								
10												

(20)

5.4
- The aim of the **tour operator** is to **buy accommodation**✓ in the hotel at the cheapest rate possible during **peak season.**✓
- The aim of the **hotelier** is to **sell accommodation**✓ at the highest price during **low season.**✓ (2 × 2) (4)

[40]

QUESTION 6

6.1
- Restricted areas✓ – Any restricted part of the licensed premises must be clearly indicated.✓
- Meals✓ – Ordinary meals shall be available on the premises during the hours that liquor is sold.✓
- Juveniles✓ – No person under the age of 18 shall be served at any counter in any restricted or unrestricted area of the licensed premises where liquor is served or be allowed to sit or stand thereat.✓
- Bottling of liquor✓ – No bottling of liquor shall take place on the licensed premises.✓
- Toilet facilities✓ – Adequate facilities for males and females shall be provided for the use of patrons on or near the premises.✓
- Records✓ – A register of accommodation sold to each lodger shall be kept on the licensed premises.✓
- Gambling✓ – No pin tables, grab table, machine or instrument shall be installed or operated on the licensed premises.✓
- Times of business✓ – Liquor may be sold on any day between 10:00 and 02:00 provided that on closed days liquor may only be sold to a person taking an ordinary meal on the licensed premises.✓ (Any 5 × 2) (10)

6.2
- Operated completely manually
- Requires a large amount of clerical work
- The most basic room status system
- Used by small establishments
- 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 the 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.
- Different codes are used to indicate the room status.
- Example: / = room let previous night
- Advantage: Provides a permanent record of room status (Any 6 × 1) (6)

6.3 **ADDENDUM C**

TOUR BOOKING FORM

Booking date:	Date of the exam✓	**Contact person:**	Sonsie Scott✓
Tour operator:	Eskol Tours✓	**Group name:**	Miagi Orchestra Players✓
Telephone no:	031 131 4645✓	**Email/Fax no:**	sons@eskol.org.za✓

Address: PO Box 34, DURBAN✓

Code: 4091✓

Rooms	No	Net Rate		Arrival	Departure
SB	2✓	R900✓	**Date**	03/08✓	06/08✓
TB			**Time**	16:00✓	
DB	19✓	R850✓			
Other					

Special requirements:

Room for practicing✓

Meals	Day of arrival **Date** 03/08	Day 2 **Date** 04/08	Day 3 **Date** 05/08	Day 4 **Date** 06/08	Day 5 **Date** 07/08
Breakfast		40✓	40✓	40✓	
Lunch					
Dinner					
Function					
Booking clerk:		Student name✓			

Subject to terms and conditions

(20)

6.4
- Check that nothing has been left in the rooms.
- Check that all extras are charged to the bills and paid.
- Check that all keys are handed in.
- Clear all baggage from the rooms.

(4)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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