higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

HOTEL RECEPTION N6

(4061066)

8 September 2020 (X-paper)
09:00–12:00

This question paper consists of 7 pages and 3 addenda.

010Q1B2008

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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 consists of two sections:

   SECTION A: 40 marks
   SECTION B: 160 marks
   TOTAL: 200 marks

2. Answer all the questions in Section A.

3. Answer any four of the five questions in Section B.

4. Read all the questions carefully.

5. The answers must be numbered according to the numbering system used in this question paper.

6. Answer questions 4.2, 5.3 and 6.3 on ADDENDA A, B and C (attached) respectively. Write your examination number in the spaces provided on the addenda, detach them from the question paper and hand them in with the answer book.

7. Use only a black or blue pen.

8. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Name the FIVE major South African Hotel Groups and give ONE example of each. (5 × 2) (10)

1.2 Indicate whether the following premises require ON-CONSUMPTION or OFF-CONSUMPTION licences:

1.2.1 Theatres

1.2.2 Liquor store

1.2.3 Restaurants

1.2.4 Breweries

(4 × 1) (4)

1.3 Give a brief explanation for each of the following terminology:

1.3.1 6 p.m. release

1.3.2 Arrival list

1.3.3 Close-out

1.3.4 Blacklist

1.3.5 Double occupancy

1.3.6 Net rate

1.3.7 Convention rate

1.3.8 Room inventory cards

(8 × 2) (16)

1.4 Give ONE word or term for each of the following descriptions:

1.4.1 The receptionist issues this card to each guest on arrival to complete with details of name and address.

1.4.2 Published rate for a room without any discounts

1.4.3 Hotel in which the guests stay en-route to another destination

1.4.4 All the departments that are concerned with the accommodation of the hotel

1.4.5 Guest who leaves the hotel without paying his/her bill

(5 × 2) (10)

[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

2.1 Draw a labelled diagram of the organisational structure of a small hotel. (7)

2.2 There are several benefits to accommodation establishments who belong to the star grading programme.

State THREE benefits of participating in this scheme. (3)

2.3 As part of the new receptionist's training, you have to teach her how to keep the reception area clean.

Describe FOUR ways in which the reception area can be kept clean and tidy. (4 × 2) (8)

2.4 One of your duties as manager is to draw up a roster for the various shifts.

Discuss TEN duties that should be performed by the night shift worker. (10)

2.5 What do the following meal plans entail?

2.5.1 American plan (2)

2.5.2 Continental plan (2)

2.5.3 European plan (1)

2.5.4 Modified American plan (4)

2.6 State THREE principles that should be kept in mind when designing the layout of the reception area. (3)

[40]

QUESTION 3

3.1 Compile a list of TEN desirable qualities and attributes that a hotel receptionist should possess. (10)

3.2 You have noticed that the reception area is not functioning as effectively as it used to.

Which EIGHT rules should staff members follow to ensure that the reception area remains productive and effective? (8 × 2) (16)

3.3 Name FIVE ways in which a booking can be made. (5)

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3.4 When receiving a request for a reservation, there is certain information that must be established.

State FIVE pieces of information required by the receptionist when making a reservation. (5)

3.5 Give FOUR advantages of using electronic keys in a hotel. (4)
[40]

QUESTION 4

4.1 As a receptionist, you have to deal with various enquiries from guests.

State TEN reference materials that should be available in a reception office. (10)

4.2 Use the information provided in the TABLE below to complete the DAILY SUMMARY SHEET on ADDENDUM A (attached). Write your EXAMINATION NUMBER in the spaces provided on ADDENDUM A, detach it from the question paper and hand it in with the ANSWER BOOK.

Name	Room	No of guests	Rate	Type	No of nights	Notes
Smith Mr/s Y	5	2	R550	SB	2	Garage
Mamabolo Mr K	6	1	R550	SB	3	Single occ.
Jordaan Mr/s L	7	2	R750	DB	4	Garage
Koch Mr F	8	1	R550	SB	5	Single occ.
Steyn Ms M	9	1	R550	SB	2	Garage
Richter Mr/s M	10	2	R900	STE	3	Sea view
Bopape Ms R	11	1	R550	SB	3	Single occ.
Van der Veen Ms M	12	1	R600	TB	3	Garage
Joubert Mr E	13	1	R550	SB	2	Garage

NOTES

1. The Richters did not show up.
2. Ms R Bopape cancelled her reservation by telephone.
3. 20 guests from 9 rooms departed this morning.
4. Chance guests: 1 (Room 20, DB, Mr K van Staden)

(10)

4.3 Certain lists are prepared and kept by reception to ensure that the needs of the guests and management are satisfied.

Describe the use and purpose of the following:

4.3.1 Call/Papers/EMT

4.3.2 Function/Tour list/Ten-day forecast

4.3.3 Guest history cards

4.3.4 Departure list

(4 × 4) (16)

4.4 Why is it necessary for an accommodation establishment to have a room status system? (4)

[40]

QUESTION 5

5.1 Name and discuss THREE ways in which a contract will come to an end. (3 × 2) (6)

5.2 One of your colleagues slipped and fell while housekeeping was mopping the floors.

Explain to him what the Workmen's Compensation Act states regarding this situation. (5 × 2) (10)

5.3 Complete the bed sheet for 26 September on ADDENDUM B by studying the information below. The rate per room is R850 per night for the room only.

ROOM	NAME OF GUEST	RATES	ARRIVAL & DEPARTURE DATES
5	Mr Abernethy	R900	24–28 September
6	Mr Bornman	R900	26–28 September
7	Ms Carvalho	R950	24–26 September
8	Mr & Mrs Duly	R1050	25–27 September
9	Mr & Mrs Enoch	R1500	26–30 September

(20)

5.4 What is the aim of the tour operator and hotelier? (2 × 2) (4)

[40]

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QUESTION 6

6.1 Name and discuss FIVE general and special conditions with regard to on-consumption premises. (5 × 2) (10)

6.2 Describe in detail the operation of the Bedroom Book as a room status system. (6)

6.3 You received a call from Sonsie Scott of Eskol Tours requesting a booking for a group called the Miagi Orchestra Players.

Use the information below to complete the tour booking form on ADDENDUM C.

Reservation made by:	Sonsie Scott (Eskol Tours)
Contact details:	Tel: 031 131 4645
	Email: sons@eskol.org.za
Address:	PO Box 34
	DURBAN
	4091
Reservation for:	Miagi Orchestra Players
Group size:	40
Arrival:	3 August @ 16:00 (3 nights)
Require:	19 Double rooms
	2 Single rooms
Rate:	R850 Double, R900 Single
Meals:	Breakfast
Requests:	Room for practicing

(20)

6.4 State the procedure that should be followed when the Miagi Orchestra Players depart from the hotel. (4)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A **EXAMINATION NUMBER:**

4.2

DAILY SUMMARY				
Date:			**Distribution to:**	
No. of rooms	**Details**	**No of sleepers**	Manager	**x**
			Assistant manager	**x**
25	Guests in residence last night	50	Housekeeper	**x**
	Departures		Restaurant manager	**x**
	SUBTOTAL		Head porter	**x**
	Arrivals		Billing office	**x**
	Chance		Cashier	**x**
	Guests in residence tonight		Notes	
Signature:				

(10)

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ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

5.3

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												
6												
7												
8												
9 10												

(20)

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ADDENDUM C **EXAMINATION NUMBER:**

6.3

AUTUMN leaves

TOUR BOOKING FORM

Booking date: _____ **Contact person:** _____
Tour operator: _____ **Group name:** _____
Telephone no: _____ **Email/Fax no:** _____

Address: _____
Code: _____

Rooms	No	Net Rate		Arrival	Departure
SB			**Date**		
TB			**Time**		
DB					
Other					

Special requirements:

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					
Lunch					
Dinner					
Function					
Booking clerk:					

Subject to terms and conditions

(20)

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