



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism and Hospitality
DEPARTMENT	Hospitality
CAMPUS(ES)	APB
MODULE NAME	Accommodation Management
MODULE CODE	ACM01Y1
SEMESTER	Second
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	First Summative Assessment Opportunity November 2019

ASSESSMENT DATE	18 November 2019	SESSION	8:30 – 10:30
ASSESSOR(S)	Ms A Deen		
MODERATOR(S)	Mr R Urwin		
DURATION	2 hours (120min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	5
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INFORMATION/INSTRUCTIONS:

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- This is a closed-book assessment.
 - Answer all questions
 - Read the questions carefully and answer only what is required.
 - Number your answers clearly and correctly as per the question paper.
 - Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
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Case study: Front office

Mr Nkosi, a good friend of Mr Choto, a frequent guest stayed at the Garden Court Sandton City. The reservation was made by Rennie's travel with a rate of R1400.00 per B&B per night on behalf of Mr Nkosi. He arrived at the hotel on Monday night the 17th of November 2019 and stayed in the hotel for three days. A Luxury room as requested, therefore he was checked into room 443.

During check-in Mr Nkosi indicated that he would provide his credit card as payment for all his incidentals.

The Garden Court Sandton has two restaurants and a bar. Breakfast is served from 07h00 – 10h00. Breakfast is charged at R150.00 p.p. for a continental breakfast and R210.00 p.p. for a full English breakfast.

On Monday night Mr Nkosi went for dinner with friends at a nearby restaurant and Tuesday morning he was not very hungry and had a continental breakfast. Tuesday night he had dinner in the hotel amounting to R650, docket number (#521), where after he went to the bar for a Dom Pedro. The bar docket (# 851) came to R75.00.

On Wednesday Mr Nkosi expected a delivery from Cape Town and made arrangements with FOM to have it charged to his room account. The package arrived, however Mr Nkosi was out shopping at the time it arrived and the Front Office Manager gave instruction to the cashier to pay the R400.00 on behalf of the guest. Mr Nkosi made a telephone call from his room phone and the call charge was R 76.50. Mr Nkosi ordered Basil pasta, a coke and a bowl of ice cream from room service, docket (#320) which amounted to R252.50.

On Thursday morning Mr Nkosi and Mr Choto were very hungry and went for a full breakfast. After that no other food or beverage charges were made to his room account, however Mr Nkosi made a quick telephone call for an amount of R30.20. After breakfast on Thursday, both Mr Choto and Mr Nkosi came to check out and Mr. Nkosi complained that there was a disturbing noise from the next door building site that kept him awake all night. The manager decided to give them 20% discount on all incidentals.

Mr Nkosi settled his extras with a cash payment on the 20th of November 2019.

Question 1: Multiple choice questions**[10]**

- 1.1 A Full service hotel offers: -
 - a) A wide selection of services including laundry;
 - b) A wide selection food;
 - c) Limited services;
 - d) None of the above.
- 1.2 A house account are used for
 - a) A guest account or individual folio;
 - b) A specific use of the hotel and management;
 - c) A number of rooms;
 - d) None of the above.
- 1.3 The role of the reservations department is to:-
 - a) Process all direct bills;
 - b) To check in guest at reception;
 - c) Ensure yield management to maximize hotel occupancy;
 - d) All of the above.

- 1.4 There are different methods to handle group check-ins, which may include: -
- a) If the group requires less than 12 rooms, then check-in at the Front Desk is normal;
 - b) If the Groups require more than 12 rooms, then arrange for a separate check-in area;
 - c) Should the group take up the majority of the rooms in the hotel, check-in at the Front desk is appropriate;
 - d) All of the above.
- 1.5 A rate negotiated on the basis of business from companies that use the hotel or chain is known as a: -
- a) Corporate rate;
 - b) FIT rate;
 - c) Pro-card rate;
 - d) STO Rate.
- 1.6 Why does the hospitality industry have room rates that fluctuate?
- a) To increase occupancy
 - b) To satisfy guest needs
 - c) To ensure average room rate
 - d) To make a profit
- 1.7 A late departure refers to: -
- a) A guest that wishes to check out later than departure time
 - b) A guest who checked out of the hotel but wished to post a late charge onto their account
 - c) A departure that arrives late
 - d) A guest that wishes to extend their stay
- 1.8 Internal customers in an organisations are your: -
- a) Employees
 - b) Guests
 - c) Guests & employees
 - d) Senior management
- 1.9 This particular area allows employees to enter and leave the hotel at the start and end of their shift:
- a) Security entrance of the hotel
 - b) Back entrance of the hotel
 - c) Front entrance of the hotel
 - d) None of the above
- 1.10 A service conducted by the Switchboard or Reception area which ensure that the guest wakes up
- a) Wake up call
 - b) Early arrival
 - c) Alarm
 - d) None of the above
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Question 2: Front Office Operations - Please refer to case study

[30]

- 2.1 Mr Choto is a frequent guest and he frequently settle his bill in dollars. The FOREX rate as per the hotel for USD is equivalent to R11.50 after commission. Mr Choto's account for his entire stay is R3500. He did not make any deposits upon check-in.
- 2.1.1 Calculate the amount of dollars Mr Choto must pay for his stay? Justify your answer. (5)
- 2.1.2 Calculate the refund you as a receptionist must give Mr Choto? (6)
- 2.2 Discuss the procedure for Mr Nkosi upon check in with regards to payment for his incidentals? (4)
- 2.3 Mr Nkosi, a good friend of Mr Choto also stayed at the hotel. Draw up the guest folio for Mr Nkosi in order for him to check out. (15)

Question 3: Definitions - Please define the following terms with a support of a relevant industry example to earn full marks allocated

[10]

- 3.1 Public areas (2)
- 3.2 No Post (2)
- 3.3 OOS (2)
- 3.4 Par stock (2)
- 3.5 Room drop (2)

Question 4: Housekeeping Operations

[30]

The standard and tone of the housekeeping department plays a large role in the organization's reputation and determining the satisfaction of guests.

- 4.1 Why is it important for an Executive Housekeeper to have technological skills and expertise? (5)
- 4.2 Identify the most common people who report maintenance work? (3)
- 4.3 Explain the term "lost property" and the duties involved in this service? (5)
- 4.4 What is room status discrepancy and why is necessary to follow up with Front office? (3)
- 4.5 Explain the importance for Housekeeping and Maintenance to continuously devote attention to improve the relationship between their respective departments? (4)
- 4.6 Front Office and Housekeeping are departments that talk constantly, hence outline the key communication points of communication between these areas of Rooms Division? (5)
- 4.7 A guest requests for extra towels to be sent to his/her room. Explain how will this guest request be fulfilled in a full service hotel? (5)

Question 5: Hospitality

[20]

- 5.1 The Executive Housekeeper is said to be the “*true business manager*”. Support this statement with specific reference to strategy and him/her being strategic within the housekeeping department? (10)
- 5.2 Explain how Front Office personnel can apply good Salesmanship at the registration of a new guest at your hotel? (10)

TOTAL MARKS FOR THE PAPER - 100
