



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	Supplementary Summative Assessment Opportunity December 2019

ASSESSMENT DATE	TBA	SESSION	TBA
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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Question 1: Multiple choice questions**[10]**

- 1.1 Rooms Divisions is made up of which departments
 - a) Front Office, Housekeeping & Maintenance
 - b) Food & Beverage, Housekeeping & Room Service
 - c) Front Office, Security & Maintenance
 - d) None of the above
- 1.2 One of the daily effects of non-guaranteed reservations on a hotel
 - a) It contributes to 100% occupancy
 - b) Limits potential profitability
 - c) Assist with walk-ins
 - d) None of the above
- 1.3 Average room rate is calculated by
 - a) Total number of occupied rooms divided by total rooms in hotel
 - b) Total rooms multiplied by average room rate
 - c) Total revenue divided by total rooms occupied
 - d) None of the above
- 1.4 Why does the hospitality industry have room rates that fluctuate?
 - a) To make a profit
 - b) To satisfy guest needs
 - c) To ensure average room rate
 - d) None of the above
- 1.5 What are the additional activities that can be performed during a new guest check in?
 - a) Directions to the breakfast rooms and times, directions to the Rosebank mall & advise the guest on in-house facilities
 - b) Don't shout out the room number, use the guest name three times & be welcoming
 - c) Ask if they need assistance with luggage, shout out the room number & smile when you greet him
 - d) None of the above

Question 2 – Front Office Operations**[20]**

- 2.1 Identify some of additional activities that are performed during the check in procedure? (4)
- 2.2 Describe the arrivals task on an early shift? (5)
- 2.3 Identify what is "handover" between shifts within a department? (2)
- 2.4 As a departmental manager why is average room rate important? (3)
- 2.5 When registering a walk-in guest, what factors would influence the rate quoted? (2)
- 2.6 How does guest history benefit the hotel? (2)
- 2.7 Explain what is the "gap" between the service provider and the guest? (2)

Question 3 – Housekeeping Department**[49]**

The Housekeeping departments is known as the backbone of the hotel

- 3.1 Apart from cleaning rooms an Executive Housekeeper must have Guest Relations skills. Explain the reasons for this? (5)
- 3.2 Identify four (4) services that the housekeeping department provides apart from guest cleaning? (4)
- 3.3.1 Diagrammatically depict the steps within the laundry cycle? (10)
- 3.3.2 Within the laundry cycle, why must linen be allowed to rest? (3)
- 3.4 As a future departmental manager within the housekeeping department, identify the importance of good chemical knowledge? (3)
- 3.5 Identify three (3) routine and three (3) deep cleaning tasks under each of the following areas: **Public areas to clean:**
- a) Dining Rooms (6)
 - b) Elevators (6)
 - c) Public area restrooms (6)
 - d) Swimming pool areas (6)

Question 4 – Availability**[21]**

Complete the availability chart in the annexure provided using the information provided below: -

TYPE		24 DECEMBER 2019	25 DECEMBER 2019	26 DECEMBER 2019
TWN	50	33	20	12
FAM	50	41	40	15
Deluxe	50	5	44	22
Suite	12	6	12	8
Total Available Rooms	162	85	116	57

- a. Mr/s Jones booked a TWN room for the nights of 25 and 26 Dec 2019.
 - b. The gaming department has reserved 6 TWN and released 5 FAM rooms for the nights 24; 25; 26 December.
 - c. Beachcomber have requested 2 suites for the nights of 24; 25 December for honeymoon couples.
 - d. Mrs Ramsingh has requested and upgrade from a Family room to a Deluxe room for the nights of 25; 26 December.
 - e. Mr Van Wyk has cancelled his Family room for the 26th of December.
 - f. A small group of Scuba divers have requested a block booking of 10 TWN rooms for the 24; 25th December 2019.
 - g. The Smith party have cancelled 2 family rooms for the 26th December.
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TOTAL MARKS FOR THE PAPER 100

ANNEXURE 1 – QUESTION 4***DETACH AND HAND IN WITH YOUR ANSWER BOOK***

Student Name: _____

Student Number: _____

Type	Number Of Rooms	24 December 2019	25 December 2019	26 December 2019
TWN	50			
FAM	50			
Deluxe	50			
Suite	12			
Rooms Available	162			
Rooms Sold				
Occ%				