



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism and Hospitality
DEPARTMENT	Hospitality
CAMPUS(ES)	APB
MODULE NAME	Accommodation Management
MODULE CODE	ACM02Y2/ACM21-T1
SEMESTER	Second
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	First Summative Assessment Opportunity November 2019

ASSESSMENT DATE	26 November 2019	SESSION	12:30 – 14:30
ASSESSOR(S)	Ms A Deen		
MODERATOR(S)	Mrs Erica Sao Joao		
DURATION	2 hours (120min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	4
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INFORMATION/INSTRUCTIONS:

- This is a closed-book assessment.
- Answer all questions and ensure to rule off after every question
- 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.
- Non-programmable calculators are permitted – only one per candidate

QUESTION 1**(50)****REVENUE REPORT**

The following month-to-date figures were reflected on the revenue report of the previous night, 20 March 2019 (31 days) at the 255 bedroom Lavender Country Hotel.

20 March 2019

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS		850 000			
FOOD		15 100			
FOOD ADJUSTMENT		(545.00)			
BAR		17 500			
ROOMS SOLD		1235			

According to the **Monthly Budget** received from Head Office the following are the budget figures for March 2019:

ROOMS	R 4 200 500
FOOD	R 501 000
BAR	R 650 100
OCC %	58%

Sales figures for Thursday 21 March as established by night audit are:

ROOMS	R 101 500
ROOMS ADJUSTMENT	R 245
FOOD	R 19 100
BAR	R 20 550
ROOMS	122

- 1.1 Compile the Night audit report for the 21st March 2019. Please use annexure to complete this answer. (45)
- 1.2 Discuss five (5) Night Audit functions that would be performed within the Lavender Country Lodge Hotel? (5)

QUESTION 2**(25)**

Starfish-Blues hotel is located in Camps Bay, Cape Town along the coast line. The hotel has eight floors, therefore has an elevator available to guests. The hotel promotes the use of its in-house restaurant (breakfast, lunch & dinner) and cocktail lounge. The hotel also provides an outsided heated pool, boardroom facilities; business centre and function rooms ideal for business events.

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- 2.1 Discuss some of the main functions and responsibilities you would have as a facilities manager in this hotel? (6)
 - 2.2. Guests are complaining that elevator is not working. Suggest what maintenance procedures weren't followed and what future maintenance can be done to ensure the elevator functions properly? (2)
 - 2.3 Due to current Eskom crisis, load shedding is a problem to the hotel. As a facilities manager describe ways to reduce excessive use of energy by the F&B department? (3)
 - 2.4 In case of load shedding, emergency power is available to the hotel. Name and describe the two types of battery power that the hotel could use? (4)
 - 2.5 When investigating the outside pool area which is very busy in summer time, Quincy realises that an upgrade is necessary. Looking at all aspects of facilities, how can the pool area be safe and secure to meet all the guests' requirements? (5x2=10)
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QUESTION 3

[25]

Roses Country Lodge Hotel has had some trouble with in their housekeeping department when it comes to employee requirements, duties and tasks. The General Manager has hired Thomas as the new Executive Housekeeping Manager. The hotel has 255 rooms. Of which some rooms are suites, family rooms, luxury rooms and standard rooms.

- 3.1 Calculate the number of RA's required for the morning shift during the month of May, using the below information:

 Expected occupancy: 55%
 Cleaning duties: General cleaning – 5 minutes; bed making - 8 minutes; bathroom cleaning - 4 minutes; wiping & dusting - 2 minutes; vacuuming – 5 minutes; travel time - 3 minutes.
 Each will require only 1 RA to clean.
 A shift is 9 hours with 1 hour break. (5)
 - 3.2 Justify why is it necessary for Thomas to allocate a time frame for his RA's to clean rooms? (5)
 - 3.3 Thomas is required to manage his team effectively. Explain the considerations he will take into account when designing a work schedule (roster)? (5)
 - 3.4 Thomas will utilise performance standards to assist with his employees. Demonstrate how the use of this tool will contribute directly to the bottom line of the hotel? (10)
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TOTAL MARKS 100

FSAO/ACM02Y2/ACM21-T1

Student number : _____

Full Name : _____

Date: 21 March 2019

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS REVENUE					
Adjustments					
FOOD					
Adjustments					
BAR					
ROOMS SOLD					
OCC%					
A.R.R					
TOTAL REVENUE					