



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

<b>ASSESSMENT DATE</b>	<b>TBA</b>	<b>SESSION</b>	<b>TBA</b>
<b>ASSESSOR(S)</b>	Ms A Deen		
<b>MODERATOR(S)</b>	Mrs E Sao Joao		
<b>DURATION</b>	2 hours (120min)	<b>TOTAL MARKS</b>	100

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	4
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#### INFORMATION/INSTRUCTIONS:

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- 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****(20)**

Sasha has just started at the Roses Country Lodge Hotel as the Facilities Manager. He has main concerns of the way they carry out maintenance jobs and the lack of environmental management.

- 1.1 Discuss the importance of efficient Facilities Management for marketing and guest satisfaction? (5)
  - 1.2 List the benefits of a preventative maintenance method over breakdown maintenance? (4)
  - 1.3 Describe the difference between centralised and decentralised HVAC systems? (4)
  - 1.4 Why would a hotel start an environmental awareness program? (3)
  - 1.5 Describe what is the hospitality industry is doing for environmentally friendly implementation and management? (2)
  - 1.6 Suggest two (2) energy saving ideas specifically relating to guest rooms? (2)
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**QUESTION 2****(20)**

The Capital Hotel has had some trouble with in their housekeeping department when it comes to employee requirements, duties and tasks. The General Manager has employed Ryan as the new Executive Housekeeping Manager.

- 2.1 Explain the statement '*if you can't measure it you can't manage it.*' Support your answer with relevant examples pertaining to how Ryan should manage his department. (8)
  - 2.2 Identify three (3) types of budgets that Ryan will utilize in his department? (3)
  - 2.3 Explain the purpose of budgeting that Ryan should apply within his department? (3)
  - 2.4 Describe the advantages Ryan had to opt for an OPL (On Premises Laundry)? (3)
  - 2.5 Identify three (3) areas that Ryan would consider when he is forecasting? (3)
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**QUESTION 3****(20)**

Please indicate if the following statements are True or False. Please motivate all your answers.

- 3.1 Executive housekeepers require operations management and financial skills only
- 3.2 Public areas toilets need to be serviced at least 3 times a day
- 3.3 Only the linen room attendants should have access to the linen room
- 3.4 Lost property items which are found are kept for at least 3 months
- 3.5 Pass out is when employees are required to leave the property during their shift
- 3.6 Solar panels are the only forms of reducing energy consumption in hotels
- 3.7 The methods to reduce waste disposal costs are source reduction and the re-use of waste

- 3.8 Breakdown maintenance is generally not the most desirable maintenance but sometimes necessary
  - 3.9 One of the duties of the Night Auditor is to process the “end of day” report
  - 3.10 OOO rooms are sold only but only as a last resort
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**QUESTION 4**

**(40)**

- 4.1 Identify five (5) charge codes that the Night Auditor has to balance before processing the end of day? (5)
- 4.2 Describe the process “end of day” which is conducted within every Night Audit shift? (2)
- 4.3 Explain in detail the “Budget Today” in the night audit report? (3)
- 4.4 Use the given information to complete the night audit report for **8 November 2019**. (30)

**Revenue Report**

The following month-to-date figures were reflected on the revenue report of the previous night, 7 November 2019 (30 day month) at the 150 bedroom Capital Hotel.

**Date: 7 November 2019**

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS		1 005 000		2050 000	
ROOMS SOLD		912		980	
NUMBER OF GUESTS		1280		895	
DOUBLE OCC%				57.14%	

Sales figures for **8 November** as established by night audit are:

ROOMS R 146 000  
ROOMS SOLD 134  
NUMBER OF GUESTS 165

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS					
ROOMS SOLD					
OCC %					
DOUBLE OCC%					
A.R.R.					
A.G.R					

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**TOTAL MARKS FOR THE PAPER 100**

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