



FACULTY OF MANAGEMENT

November Final Exam

<u>MODULE</u>	ACCOMMODATION MANAGEMENT I
<u>CODE</u>	ACM11T1
<u>DATE</u>	31 OCTOBER 2014
<u>DURATION</u>	120 minutes
<u>TIME</u>	09:00 - 11:00
<u>TOTAL MARKS</u>	100 MARKS

<u>EXAMINER</u>	MS A DEEN
<u>MODERATOR</u>	MISS D OOSTHUIZEN
<u>NUMBER OF PAGES</u>	5 PAGES

INSTRUCTIONS TO CANDIDATES:

- Non-programmable calculators are permitted – only one per candidate.
- Question papers must be handed in.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

CASE STUDY:

The Accommodation sector in South Africa today has changed immensely with the 2010 World Cup just leaving their footprints, there has been a constant growth in the hospitality sector which impacts positively on the economy.

With the triumphs and disappointment of the 2010 splash and the recent Top Gear colourings, there are considerable developments that have flourished recently in the Durban area, particularly along the golden mile along Durban's shoreline is the Suncoast Towers & Sun Square.

Ideally situated in Durban, Suncoast Towers & Sun provides visitors with a breathtaking view of the Golden Mile. This beach-front area boasts warm, golden beaches that are enjoyed all-year round, thanks to the sub-tropical climate of this KwaZulu-Natal city. Beaches aside, many other attractions await as you discover a heady blend of culture, history, food, people and scenery.

Suncoast Towers & Sun accommodation aims to provide a tranquil oasis amidst the hustle and bustle of the casino with a range of premier rooms and Junior suites, Luxury suites and Penthouses with facilities that are lavishly comforts the soul. The features of the hotel are so alluring boasting a full English breakfast of R120 and Parking at R65 per night, Suncoast Towers & Sun is certainly the destination of choice.

Miss Tshowa makes a first time reservation at Suncoast Towers for the 28th October 2014 for 5 nights and checks out on the 2nd November. A rack rate was quoted for the first 4 nights of Miss Tshowa's stay of R1495 room only and a weekend rate was quoted for the remainder of her stay of R995 bed and breakfast.

The first 4 nights are direct billed to Travel with Flair and her account is routed with the following billing instructions of DBB to the travel agent. The remainder of Miss Tshowa's stay is settle direct. Upon arrival Miss Tshowa provided and advanced deposit of R1000 and requested for a parking voucher for her full stay. A handover was provided to remind late shift staff that Travel with Flair does not settle for alcoholic beverages.

The following incidentals were charged to Miss Tshowa's account:

28th October 2014

- Room service R360
 - Focaccia
 - Roast Chicken with Side salad and accompaniments
 - Chocolate Brownies

29 October 2014

- Breakfast
- Room service R150
 - Chicken Alfredo minus the ham
 - Coke light
- Telephone R23
- Room service R540
 - Garlic snails
 - Rump steak with accompaniments
 - Extra: onions rings, mushroom sauce
 - Passion fruit and lemonade
 - Crème caramel

30 October 2014

- Breakfast
- Telephone R25
- Room service R165
 - Butter Chicken Pizza
 - Glass of White wine
- Laundry R210
- Room service R550
 - Waldorf salad
 - Tiger Prawns platter
 - Strawberry cheesecake

31 October 2014

- Breakfast
- Room service R265
 - Garlic bread
 - Linguine with Mussels in white wine
 - Fruit salad

1 November 2014

- Breakfast
- Room service R350
 - Calamari rings
 - Spicy Thai Chicken curry
 - Cappuccino

Question 1: Front Office Operations - Please refer to case study [50]

- 1.1 Why is it important for Miss Tshowa to sign her registration card on check in? (3)
- 1.2 Describe at least 3 tasks that are performed during the late shift at Reception? (3)
- 1.3 If Miss Tshowa was a walk-in guest, what factors would influence the rate quoted at the Maslow Hotel? (3)
- 1.4 Miss Tshowa requests for a taxi to take her to the Durban ICC and would like to charge it to her room account, describe this procedure that would take place? (5)
- 1.5 On arrival Miss Tshowa realised she didn't pack properly for her stay. What are the additional amenities the hotel can provide to make her stay comfortable? (3)
- 1.6 If Miss Tshowa provided a preauthorization instead of a cash deposit on check in, why is it important for her to sign her preauth receipt? (3)
- 1.7 When Miss Tshowa checks out of the hotel, what is her information now referred to as? (1)
- 1.8 Draw up the guest folio for Miss Tshowa in order for her to check out. (29)
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Question 2: Housekeeping Operations [35]

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

- 2.1 Identify any five (5) duties of the Housekeeping department? (5)
- 2.2 Why is it important for an Executive Housekeeper to have human resource skills? (5)
- 2.3 In order to ensure smooth operations within departments, explain why there is a need for continuous communication between Housekeeping and Maintenance? Support your answer with an example. (5)
- 2.4 Identify the most common people who report maintenance work? (3)
- 2.5 Describe the steps that would be taken if a Room Attendant found a Do not Disturb on the door when wanting to service a guest room? (5)

- 2.6 Why is important for Executive Housekeepers and Supervisors to ensure control of master keys in their department? (4)
- 2.7 What is a room status discrepancy and why is it important to follow up with Front Office? (3)
- 2.8 Explain what is turndown service? (2)
- 2.9 List three (3) possible tasks that could be included in a turndown Service? (3)
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Question 3: Hospitality**[15]**

- 3.1 Explain the term market segmentation with specific reference to the hospitality industry? Support with provision of example (5)
- 3.2 *“Business goes where it wanted and stays where you appreciated”* Explain this statement with a support of example (5)
- 3.3 Define the following terms:
- 3.3.1 Teamwork (1)
- 3.3.2 Inspected (1)
- 3.3.3 Public areas (1)
- 3.3.4 Entomological cleanliness (1)
- 3.3.5 Defect list (1)
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TOTAL MARKS FOR THE PAPER 100
