

HOSPITALITY STUDIES GRADE 10 08 JUNE 2020

TOPIC: SECTORS AND CAREERS

Accommodation establishments in South Africa

INSTRUCTION: From textbook read Unit 1

- Formal service accommodation
- Formal service accommodation – Hotels
 - Lodges

Work to complete: Activity 1 P173 Choose an accommodation establishment Question 1 to 4

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UNIT 2: Guest service accommodation and accommodation franchises

INSTRUCTION: Read from textbook 2.1 Guest service accommodation – Country houses

- Guest houses
- Bed and breakfast

2.2 Franchises in accommodation establishments

Work to complete: P176 Activity 2 Answer questions on franchising

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Functional Positions in the room divisions: Careers

Unit 1: Careers in accommodation establishments

1.1 Frontline careers

1.2 1.2 Back of house careers –Cook

- Housekeeping Room Attendant
- Accommodation Service Management
- Catering Management
- Sales and Marketing
- Kitchen Helper

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Unit 2: Functional positions in the rooms division

2.1 Room Division Manager

2.2 Front Office -The Front Office Manager

- The Receptionist
- The Reservetionist
- Front Desk Agent
- Communication Officers
- Private Branch Exchange Operators

2.3 Housekeeping –The Executive Housekeeper

- Guest Room Attendants
- Laundry Room Attendant
- Public Area Attendant

2.4 Maintenance

Work to complete

Activity 2: P183 Answer questions on the rooms division