



<b>Front Office Procedures Assignment</b>	
<b>Student Name &amp; Nr:</b>	<b>100</b>

**Brief:**

This assignment is based on the work you covered in Module 5.1 Front Office Procedures.

For this assignment you are required to make use of the knowledge gained about the Front Office department to discuss the various guest services/ transactions provided by its employees. In addition, you will need to conduct research about various guest services.

Imagine yourself to be an entrepreneur who is **opening a five-star**, boutique hotel (with no more than 20 rooms) in Hermanus, which will cater exclusively to the leisure travellers' market.

Marks will be awarded for your ability to gather and analyse data and to formulate the information into an academic report.

**Structure:**

Assignments must be formatted according to the IHT Assignment template using the following structure. Marks will be awarded for the structuring, formatting and technical care of your assignment.

**Front Matter**

- 1.1 Cover page with Declaration
- 1.2 Executive Summary
- 1.3 Table of Contents

**Body Matter**

- 2.1 Introduction
- 2.2 Findings and Results
- 2.3 Feasibility
- 2.4 Conclusion

**End Matter**

- 3.1 Reference list
- 3.2 Appendices

<b>Submission date</b>	<b>Tuesday, 28 September 2021</b>
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## Marking Criteria:

The following criteria will be used to mark your assignment, acting as a good guideline for setting up your assignment.

### Content

## 2.2 Findings and Results (60)

In this section of the report, you need to provide the background information on your hotel. Include all of the following in your report:

- A suitable name for your hotel.
- A basic logo (which you will need to design).
- History on the town: Hermanus
- The number of rooms and room types.
- A definition of the hotel's target market: Leisure travellers.
- The main attraction (reason people visit the town).

Furthermore, you are required to research the following guest services/ transactions **in the Hermanus area**, which your hotel will recommend to guests:

- Three (3) Local wine farms
- One (1) Outsourced transport/ transfer companies
- One (1) Health and Beauty Spa's
- Two (2) Local 'upmarket' restaurants

Note: You need to attach **one supporting document for each** recommended guest service/ transaction (i.e., you will have a minimum of seven appendices) from any of the options listed below:

- Menus
- Price lists
- Flyers/ brochures
- Transport/ transfer routes

## 2.3 Feasibility (20)

In this section of the report, you are to justify why you have specifically selected and recommended each of the guest services/ transactions.

In addition, you must indicate how or why each service/ transaction will benefit the target market (leisure travellers).

Total [80]

**Structure, Formatting and technical care**

1.1	Cover page with Declaration	(5)
1.2	Executive Summary	(15)
1.3	Table of Contents	(10)
2.1	Introduction	(10)
2.2–2.3	Content (Findings & Results and Feasibility)	
2.4	Conclusion	(10)
3.1	Reference list	(10)
3.2	Appendices	(5)
4.	Writing Skills and Technical care	(15)
	Total	[80]