



Essential Activity:	Topic 3 – The Guest Cycle										
Student Name:											20
Student Number:	D	H	M								

1. Classify and provide a definition of each of the four (4) phases of 'The Guest Cycle'. (8)
2. At what point is the hotel guest cycle initiated? (2)
3. At what point is registration complete? (2)
4. At what point does the third phase of the guest cycle commence? (2)
5. Define the term 'Guest History File.' (2)
6. What is the purpose of a 'Guest History File.' (4)

Submission date	Wednesday, 29 September 2021
------------------------	-------------------------------------