



Class Activity:	Topic 2 – The Housekeeping Department									
Student Name:										20
Student Number:	D	H	M							

This assessment is **individual work** – it must be completed on your own without the assistance of any other students.

1. Explain the concept of a 'Standard Operating Procedure' and justify the implementation thereof in hospitality establishments. (5)
2. Write a basic Standard Operating Procedure for 'Making a cup of Instant Coffee'. (15)

Note: The structure of the SOP is to be legible and easily understood by anyone who is required to carry out the task. Ensure that you have the procedure and the standard to which the procedure is to be carried out.

Make use of the table below as an example of the layout for the SOP.

PROCEDURE	STANDARD

Submission date	Friday, 11 Feb 2022
------------------------	----------------------------