



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

GENERIC L3	DATES	ACTIVITY
Maintain a booking system	15 June 2020	Read page 153 -159 Activity One
	16 June 2020	Read page 159 Activity two
	17 June 2020	Read page 139 Activity three
	18 June 2020	Read page 135-145
		Read page 145 -170

Activity one

- 1.1 State and explain FOUR booking process used to make reservation (8)
- 1.2 Differentiate between the THREE booking reservations. (3)

Activity two

Complete a Manual Booking form for Mrs. S. Naidoo by making use of the information provided via the following fax: **addendum is attached.**

2.1

FAX

To whom: Sun International, Cape Town
Date: 15 June 2017
8900
Subject: Request for booking

From: Mrs. S Naidoo
Fax number: 021 555

To whom it may concern

I would like to book 2 double rooms on your special promotion of R650.00 per night, per room, for 2 persons sharing.

Date of arrival will be 27 December 2017. Our date of departure is the 1st of January 2018.

We are a family of 4 (2 Adults and 2 Children under the age of 6 years)
Please ensure that the rooms are inter leading and has a sea view. I will pay electronically

Kind regards

S. Naidoo

Cell phone number: 082 523 3487

518 Kenmare Street, Constantia Park, Somerset West, 0112

[15]

SUN INTERNATIONAL

Cape Town

Booking Form

Dr/Mr/Mrs/Miss/Ms:Arrival Date:.....

Room Type:.....Departure Date:.....

No. of Persons:.....Rate quoted:.....

No. of Rooms:.....Method of Payment:.....

No. of Nights:.....Confirmed: Yes/No.....

Phone Number:.....Remarks:.....

Fax No.:.....Taken by:.....

Address:.....

Activity three

3.1 In hospitality establishment guest with mobility difficulties are welcome and should be treated equally to every other guest.

3.2 Name FIVE special facilities that may be in rooms to accommodate guest with mobility difficulty.

(5)

