

ASSESSMENT # 8

Total Marks: 30

1. Short Questions:

(15)

- i.** Why do many hotels deliberately overbook?
 - ii.** What is 'reactive' outbooking?
 - iii.** Why does overbooking occur?
- 2.** How can you, as a hotel receptionist, prepare in advance for issues with overbooking? **(7)**
- 3.** "You can do one of two things when out-booking, either pro-actively out-book guests, or gamble on arrivals."- Explain the advantages and disadvantages of both options. **(8)**