



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism and Hospitality
DEPARTMENT	Hospitality
CAMPUS(ES)	ABP
MODULE NAME	Rooms Divisions & Revenue Management
MODULE CODE	RDR1AA1
SEMESTER	First
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	Supplementary Summative Assessment Opportunity

ASSESSMENT DATE		SESSION	
ASSESSOR(S)	Ms A Deen		
MODERATOR(S)	Mr R Urwin		
DURATION	2 hours (120min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	5
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INFORMATION/INSTRUCTIONS:

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- This is a closed-book assessment.
 - Answer all questions and on a separate page and in **PEN**
 - Read the questions carefully and answer only what is required.
 - Number your answers clearly and correctly as per the question paper.
 - Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
 - Non-programmable calculators are permitted – only one per candidate
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Question 1: Multiple choice questions**[10]**

- 1.1 Rooms Divisions is made up of which departments
- a) Front Office, Housekeeping & Maintenance
 - b) Food & Beverage, Housekeeping & Room Service
 - c) Front Office, Security & Maintenance
 - d) None of the above
- 1.2 One of the daily effects of non-guaranteed reservations on a hotel
- a) It contributes to 100% occupancy
 - b) Limits potential profitability
 - c) Assist with walk-ins
 - d) None of the above
- 1.3 Average room rate is calculated by
- a) Total number of occupied rooms divided by total rooms in hotel
 - b) Total rooms multiplied by average room rate
 - c) Total revenue divided by total rooms occupied
 - d) None of the above
- 1.4 Why does the hospitality industry have room rates that fluctuate?
- a) To make a profit
 - b) To satisfy guest needs
 - c) To ensure average room rate
 - d) None of the above
- 1.5 The appropriate codes to charge any post on the property management system?
- a) Charge codes
 - b) Fields
 - c) Applications
 - d) None of the above
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Question 2 – Front Office Operations**[25]**

- 2.1 Identify some of additional activities that are performed during the check in procedure? (4)
- 2.2 Describe the arrivals task on an early shift? (5)
- 2.3 Identify what is “handover” between shifts within a department? (2)
- 2.4 As a departmental manager why is average room rate important? (3)
- 2.5 When registering a walk-in guest, what factors would influence the rate quoted? (5)
- 2.6 How does guest history benefit the hotel? (4)
- 2.7 Explain what is the “gap” between the service provider and the guest? (2)
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Question 3 – Terminology**[20]***Provide the correct term for the following statements*

- 3.1 Various departments in the hotel talking to each other continuously in order to fulfil guest needs. E.g. Front office and Housekeeping.
- 3.2 A guest who has left the hotel without settling their respective accounts.
- 3.3 A special treat that the hotel gives to the guest in their room prior to their arrival. E.g. to a VIP guest.
- 3.4 Unforeseen charges that the guest might charge on his account.
- 3.5 A method of payment used by guests who book via a travel agency.
- 3.6 These services are not physical things, but rather actions, deeds, performances or efforts.
- 3.7 The sum total of the experience that the guest has with the service provider on a given occasion.
- 3.8 Department incurs costs without directly contributing to a hotel profitability.
- 3.9 The guest has requested and being allowed to check out later than the hotel departure time.
- 3.10 A duty performed by the switchboard operator or receptionist whereby a call is made to the guest to ensure that he wakes up

Question 4 – Availability**[21]***Complete the availability chart in the annexure provided using the information provided below: -*

TYPE		01 JULY 2019	02 JULY 2019	03 JULY 2019
TWN	45	33	20	12
FAM	45	41	40	15
Deluxe	45	5	44	22
Suite	15	6	12	8
Total Available Rooms	150	85	116	57

- a. Mr/s Urwin booked a TWN room for the nights of 01 and 02 July 2018.
 - b. The Tourism department at University of Johannesburg has reserved 6 TWN and released 3 FAM rooms for the nights 01; 02; 03 July.
 - c. Dr House has requested 2 suites for the nights of 01; 02 July for anniversary celebrations.
 - d. Mrs Nxumalo has requested and upgrade from a Family room to a Deluxe room for the nights of 02; 03 July.
 - e. Mrs Sao Joao has cancelled her Family room for the 03 of July.
 - f. A small group of government employees have requested a block booking of 10 TWN rooms for the 01; 02 July.
 - g. The Naidoo party have cancelled 2 family rooms for the 03 July.
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Question 5 – Front Office Procedures

[24]

- 5.1 Describe the procedures when issuing rooms keys and duplicate keys. Tabulate your answer. (6)
 - 5.2 If a foreign guest requests to exchange dollars for rands. Explain how this process is actioned for the guest? (5)
 - 5.3 A guest complains that he was double charged for breakfast at check-out. Describe the procedure that needs to be followed for this complaint? (5)
 - 5.4 Differentiate between billings instructions and direct billing on a travel agent voucher? (4)
 - 5.5 Differentiate between upgrading and upselling? (4)
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TOTAL MARKS FOR THE PAPER 100

ANNEXURE 1 – QUESTION 4***DETACH AND HAND IN WITH YOUR ANSWER BOOK***

Student Name: _____

Student Number: _____

Type	Number Of Rooms	01 July 2019	02 July 2019	03 July 2019
TWN	45			
FAM	45			
Deluxe	45			
Suite	15			
Rooms Available	150			
Rooms Sold				
Occ%				