



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism and Hospitality
DEPARTMENT	Hospitality
CAMPUS(ES)	APB
MODULE NAME	Rooms Divisions & Revenue Management
MODULE CODE	RDR1AA1 & RDR1BB1
SEMESTER	Second
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	Special Summative Assessment January 2021

ASSESSMENT DATE	TBA	SESSION	TBA
ASSESSOR(S)	Ms A Deen		
MODERATOR(S)	Mr R Urwin		
DURATION	1.5 hours (90min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	9
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INFORMATION/INSTRUCTIONS:

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- This is a closed-book assessment.
 - Answer all questions
 - 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.
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Guest folio

- 1.1 Draw up the guest folio for Miss Mota in order for her to check out by reading the following case study. Complete your answer in Annexure 1. **[30]**

It was that time again where Rugby fanatics are going to be glued to their TV's and holiday makers are going to be enjoying these matches from hotel rooms.

As the Rugby World Cup kicked off, 54 on Bath in Rosebank rises to the occasion with their signature blend of luxury and style. They have become one of Tsogo Sun's leading hotels in Johannesburg for business travellers and holiday makers alike where guests are able to relax and rejuvenate in luxury.

54 on Bath being centrally situated, the many attractions and sites such as Nelson Mandela Square, Sandton city and Melrose Arch eagerly await a visit. A total of 75 elegant rooms comprising of 60 Deluxe standard rooms, 12 Executive rooms and 3 Luxury Suites with facilities that lavishly comforts the soul. Enjoy wining and dining at the Level 4 Restaurant which boasts a full English breakfast of R150 and Parking at R60 per night, 54 on Bath certainly promises a trip to remember.

Miss Mota makes a first time reservation at 54 on Bath for the 29th October 2020 for 4 nights and checks out on the 2nd November. A rack rate was quoted for the first night of Miss Mota's stay of R2190 room only and a weekend rate was quoted for the remainder of her stay of R1895 bed and breakfast.

The first 3 nights are direct billed to Destinations Travel and her account was routed with the following billing instructions of DBB to the travel agent. The remainder of Miss Mota's stay is settle direct. Upon arrival Miss Mota provided and advanced deposit of R2000 and requested for a parking voucher for her full stay. A handover was provided to remind late shift staff that Destinations Travel does not settle for alcoholic beverages.

The following incidentals were charged to Miss Mota's account:

29th October 2020

- Room service R350
Bruschetta
Roast Chicken with Side salad and accompaniments
Chocolate mousse

30th October 2020

- Breakfast
- Room service R170
Hawaiian Pizza minus the ham
Tab
- Telephone R23
- Room service R560
Oysters
Rump steak with accompaniments
Extra: onions rings, mushroom sauce
Passion fruit and lemonade
Vanilla panacotta with raspberry coulis

31st October 2020

- Breakfast
- Telephone R25
- Room service R165

Nachos with Chicken strips
Glass white wine

- Laundry R210
- Room service R550
 - Stuffed Mushrooms*
 - Crayfish Thermidore*
 - Passion cheesecake*

1st November 2020

- Breakfast
- Room service R265
 - Chili spring rolls*
 - Penne with prawns in white wine*

2nd November 2020

- Breakfast

Question 2: Multiple choice

[55]

Select the appropriate answer from the list of options provided

- 2.1 If the hotel has 15 Twin rooms available for this evening, you receive a booking for 6 twin rooms and a cancellation for 5 twin rooms and 2 luxury rooms, what would the updated availability of twin rooms be for this evening?
- a) 10
 - b) 11
 - c) 12
 - d) 14
- 2.2 Room attendants ensure security practice whilst they clean their allocated rooms by enforcing which of the following actions?
- a) Sharing of their master keys with other room attendants
 - b) Position the service cart to where it does not block the entrance of the room door
 - c) Close the guest room door while they clean
 - d) Knock when there is a DND sign on the room door
- 2.3 It is essential for the executive Housekeeper to have Human Resources skills to manage the department. What do these skills entail? Choose three (3) necessary answers.
- a) Recruitment
 - b) Budgeting
 - c) Disciplinary activities
 - d) Knowledge of the Labour Relations Act
- 2.4 Why is sorting stage in the laundry cycle important for a good quality wash? Choose three (3) necessary answers.
- a) For an effective wash the first time
 - b) To ensure the right amount of detergents are used
 - c) To prevent the colors from running into other linen
 - d) To prevent stains

- 2.5 What year was known to be the beginning of the decade of change?
- a) 1960
 - b) 1980
 - c) 1994
 - d) 1950
- 2.6 A document detailing a transaction to be posted to a front office account, and used to communicate information from a point of sale to front office. This document is known as _____?
- a) A till slip
 - b) A cheque
 - c) A voucher
 - d) An order form
- 2.7 A level of service emphasizing clean, comfortable, inexpensive rooms that meet the most basic needs of guests.
- a) full service – mid-range
 - b) limited service - economy
 - c) full-service luxury
 - d) limited service – mid-range
- 2.8 These services are not physical things, but rather actions, deeds, performances or efforts.
- a) Intangible services
 - b) Tangible services
 - c) Turndown service
 - d) Hospitality service
- 2.9 Various departments in the hotel talking to each other continuously in order to fulfill guest needs. E.g. Front office and Housekeeping.
- a) Inter-departmental communication
 - b) Inter-departmental cooperation
 - c) Departmental communication
 - d) Departmental cooperation
- 2.10 A duty performed by the switchboard operator or receptionist whereby a call is made to the guest to ensure that he wakes up
- a) Wake up call
 - b) Alarm
 - c) Reception service
 - d) Night audit service
- 2.11 A list compiled for the revenue generated during a specific shift in a specific outlet / department. It records all charges and the payments received for it.
- a) Charge sheet

- b) An audit report
- c) A pre-list

2.12 A tax invoice that is generated on departure is: -

- a) An invoice that reflects the vat registration number of the hotel
- b) An invoice that is generated when guest pays via credit card
- c) An invoice that is generated when a guest pay via the travel agency
- d) None of the available answers

2.13 Linen is generally stored for 24 hours in order to:

- a) Ensure that you stock up on linen for the next day
- b) Allow the housekeeper time to count the linen
- c) Prolong the lifespan as the linen is rested
- d) Because the hotel has enough linen

2.14 On a daily basis which of the following types of rooms have the highest priority when assigning room attendants to clean guest rooms?

- a) Complimentary rooms
- b) Arrival rooms
- c) Departure rooms
- d) Out of order rooms

2.15 The first motel located near highways, with low rates, basic accommodation and no F&B services

- a) 1960
- b) 1950
- c) 1900
- d) 1894

2.16 A [_____1_____] statement is the broad [_____2_____] that enables the hotel to achieve its organization's [_____3_____]. Choose three (3) necessary answers.

- a) Mission
- b) Guideline
- c) Goal
- d) Statement
- e) Objectives

2.17 The _____ area is responsible for the coordination for a range of guest services

- a) Reception
- b) Housekeeping
- c) Restaurant
- d) None of the above

2.18 The [_____1_____] stage within the guest cycle include the first contact that the guest may make in the hotel. Therefore it is important for the hotel to make a strong [_____2_____] impression. If the guest calls the hotel directly to make a reservation his call must answered in [_____3_____] rings and the reservationists must be [_____4_____] about all offering of the hotel. Choose four (4) necessary answers.

- a) Prearrival
- b) Occupancy
- c) First
- d) Second
- e) Three
- f) Knowledgeable
- g) Departure

2.19 Strategy refers to being strategic in terms of :-

- a) Having a strategic plan
- b) Implementing strategic goals
- c) Apply different methods in the same market
- d) None of the available answers

2.20 This is the year that initiated a shift of power from producer to consumer

- a) 1950
- b) 1960
- c) 1980
- d) 1990

2.21 The typical early shifts at the reception desk are :-

- a) From 6am - 9pm
- b) From 2pm - 11pm
- c) From 10am - 11pm
- d) None of the above

2.22 Why do hotels have a clause to release reservations at 6pm?

- a) So that guests know what time is check in time
- b) When reservations have no form of guarantee
- c) To offset the guaranteed reservations made
- d) None of the above

2.23 This is known as the house set up which equals the quantity if linen required to fit an area once regardless of need or occupancy for example 3 sheets on the bed, 3 sheets in the laundry and 3 sheets in the linen room.

- a) Linen
- b) Linen stock
- c) Par stock
- d) Stock

2.24 This key opens more than one guest room and would be held by the supervisors

- a) Master key
- b) Grand master key
- c) Guest room keys
- d) Section Master key

2.25 From the hotel's perspective, what are the reasons for cleaning? Choose three (3) necessary answers.

- a) To promote health and safety
- b) To prolong life of furniture and fixtures
- c) To improve the appearance of the establishment
- d) To make guests feel welcome and safe

2.26 The _____ area processes all incoming calls to the various departments.

- a) Housekeeping
- b) Switchboard
- c) Concierge
- d) None of the above

2.27 The general accepted check in time of a hotel is from :-

- a) 11am
- b) 1pm
- c) 2pm
- d) 10am

2.28 The definition of Market Segmentation refers to :-

- a) Dividing your markets to make it easier to determine customer needs
- b) Dividing your market to ensure that you can provide individual attention to each segment
- c) Dividing your market to ensure that each market has an opportunity to succeed
- d) None of the above

2.29 The exact time that the guest decides whether his expectation has been met or not is referred to the :-

- a) Guest centricity
- b) Intangible service
- c) Guest expectations
- d) Moment of truth

2.30 Pinpoint the reasons to why it is essential that the Housekeeping and Maintenance departments devote their attention to improving their relationship and communication? Choose four (4) necessary answers.

- a) Easy access for all collections and deliveries
- b) The suppliers need to be cost effective

- c) The area should be well heated and well ventilated
- d) The areas should have well planned lighting with the optimal use of natural light
- e) Its ideally be away from guest areas

2.31 Identify which of the following people can report maintenance work? Choose three (3) necessary answers.

- a) Contractors
- b) Guests
- c) Non-guests
- d) Room attendants
- e) Housekeeping supervisors

2.32 A guest who has left the hotel without settling their respective accounts.

- a) Bilker
- b) Runaway
- c) Settle direct
- d) Unsettled guest

2.34 The golden hours in a hotel are generally when: -

- a) The foyer dims the lights to appear golden
- b) The VIP check in time
- c) The VIP check out time
- d) None of the above

Question 3: True and False

[15]

Indicate whether the following statements are true or false

- 3.1 Hotel corridors are part of the front-of-house areas of the hotel.
- 3.2 Group reservations are most beneficial to a hotel during high demand periods.
- 3.3 Part of good key control procedures is to allow each staff member to take their hotel master keys home as they can keep it safe.
- 3.4 Room attendants should always assist guests who have lost their keys, by opening the guest room for them.
- 3.5 The method of payment for a reservation, will influence the procedures followed when checking in a guest.
- 3.6 When guests are suspected of stealing hotel property, they should be stopped at the hotel entrance and searched.
- 3.7 A DNCO status indicates a guest that has left the hotel without paying their account.
- 3.8 A due out is a guest that is due to check out after the following day's check-out time.
- 3.9 A vacant clean room has been cleaned and inspected by the supervisor.
- 3.10 The OPL should be well ventilated and well heated.
- 3.11 Faster transport has a positive influence on the hospitality industry
- 3.12 A rack rate is referred to as the rate that is provided to all our corporate guests
- 3.13 Globalisation has a negative impact on the hospitality industry
- 3.14 Deep cleaning is generally conducted at periods of low occupancy
- 3.15 The concierge department may offer valet services to guests

Annexure 1

Miss Mota		Destinations travel	
29 th Advanced Deposit	(2000)	29 th	
29 th	60	29 th	
30 th		29 th	
30 th		30 th	
30 th		30 th Room service	540
31 st		30 th	
31 st		30 th	
31 st		31 st	
31 st Parking	60	31 st Accommodation	1895
1 st Room service	265	31 st Tourism levy	18.95
1 st Accommodation	1895		
1 st Tourism Levy	18.95		
1 st [28]	60		
2 nd Amount due	[29]	2 nd Amount Direct Billed	[30]