



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	First Summative Assessment Opportunity November 2020

ASSESSMENT DATE	9 November 2020	SESSION	08:30-10:30
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)	10
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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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Question 1: Reservations

1.1 Complete the availability chart in the Annexure 1 provided using the information provided below: [21]

TYPE		24 DECEMBER 2020	25 DECEMBER 2020	26 DECEMBER 2020
TWN	50	33	20	12
FAM	50	41	40	15
Deluxe	50	5	44	22
Suite	12	6	12	8
Total Available Rooms	162	85	116	57

- Mr/s Jones booked a TWN room for the nights of 25 and 26 Dec 2020.
- The gaming department has reserved 6 TWN and released 5 FAM rooms for the nights 24; 25; 26 December.
- Beachcomber have requested 2 suites for the nights of 24; 25 December for honeymoon couples.
- Mrs Ramsingh has requested and upgrade from a Family room to a Deluxe room for the nights of 25; 26 December.
- Mr Van Wyk has cancelled his Family room for the 26th of December.
- A small group of Scuba divers have requested a block booking of 10 TWN rooms for the 24; 25th December 2020.
- The Smith party have cancelled 2 family rooms for the 26th December.

Question 2: Guest folio**[30]**

2.1 Draw up the guest folio for Mr Nkosi in order for him to check out by reading the following case study. Complete your answer in Annexure 2.

Mr Nkosi, a good friend of Mr Choto, a frequent guest stayed at the Garden Court Sandton City. The reservation was made by Rennies travel with a rate of R1400.00 per B&B per night on behalf of Mr Nkosi. He arrived at the hotel on Monday night the 17th of November 2020 and

stayed in the hotel for three days. A Luxury room as requested, therefore he was checked into room 443.

During check-in Mr Nkosi indicated that he would provide his credit card as payment for all his incidentals.

The Garden Court Sandton has two restaurants and a bar. Breakfast is served from 07h00 – 10h00. Breakfast is charged at R150.00 p.p. for a continental breakfast and R210.00 p.p. for a full English breakfast.

On Monday night Mr Nkosi went for dinner with friends at a nearby restaurant and Tuesday morning he were not very hungry and had a continental breakfast. Tuesday night he had dinner in the hotel amounting to R650, docket number (#521), where after he went to the bar for a Dom Pedro. The bar docket (# 851) came to R75.00.

On Wednesday Mr Nkosi expected a delivery from Cape Town and made arrangements with FOM to have it charged to his room account. The package arrived, however Mr Nkosi was out shopping at the time it arrived and the Front Office Manager gave instruction to the cashier to pay the R400.00 on behalf of the guest. Mr Nkosi made a telephone call from his room phone and the call charge was R 76.50. Mr Nkosi ordered Basil pasta, a coke and a bowl of ice cream from room service, docket (#320) which amounted to R252.50.

On Thursday morning Mr Nkosi and Mr Choto were very hungry and went for a full breakfast. After that no other food or beverage charges were made to his room account, however Mr Nkosi made a quick telephone call for an amount of R30.20. After breakfast on Thursday, both Mr Choto and Mr Nkosi came to check out and Mr. Nkosi complained that there was a disturbing noise from the next door building site that kept him awake all night. The manager decided to give them 20% discount on all incidentals.

Mr Nkosi settled his extras with a cash payment on the 20th of November 2020.

Question 3: Multiple choice

[26]

Select the appropriate answer from the list of options provided

3.1 During the completion of the credit limit on an early shift, you found that a guest has exceeded his amount that he can post to his room account. What is the appropriate way forward in dealing with this guest account?

- a) Ignore the problem and hope that the guest does not balk
- b) Send the guest a message to advise him that he needs to provide a further prepayment into his account at the earliest
- c) Advise the security department to track the guest down
- d) Go up to the guest room and double lock his door so that he/she is unable to enter

3.2 Duties that are performed during late shift reception include the following: -

- a) Assistance with luggage
- b) Arrivals
- c) Departures
- d) In-house pitt check

3.3 Providing a luxury a room for a guest from the standard room that they have originally booked at no extra charge. Eg from Twin room to a Suite

- a) Upselling
- b) Room drop
- c) VIP
- d) Upgrading

3.4 Persuading a guest to take a luxury room from a standard that have book at the full price. Eg convincing to take the Penthouse from a king leisure at the full charge.

- a) Upselling
- b) Room drop
- c) VIP
- d) Upgrading

3.5 Handover can be defined as: -

- a) The sign off by the duty manager of the outstanding tasks
- b) Communication between shifts which ensures effectiveness and efficiency of a department
- c) Outstanding tasks that needs to be handed over to the following shift
- d) None of the available answers

3.6 Guests who book and pay via a travel agency are referred to as: -

- a) Billing instructions
- b) Direct billing
- c) Settle direct
- d) Accounts billed by the Accounts department

3.7 What year was known to be the beginning of the decade of change?

- a) 1960
- b) 1980
- c) 1994
- d) 1950

3.8 These are rooms that are sold at the last resort by Front Office, eg: the room has a lamp missing, or a small carpet burn.

- a) Out of order
- b) Out of service
- c) Rooms that are on refurb
- d) Paraplegic rooms

3.9 The purpose of a query account in the Reception area is to: -

- a) Place accounts of difficult guests on query
- b) Place accounts of guests who complain on query
- c) Place accounts that have been given a preauthorisation on query
- d) None of the available answers

3.10 The first step to complete the departures task on an early shift is: -

- a) Await/verify room status of the departures that are due out
- b) Handover the due guests to the next shift
- c) Check out all due out guests from the property management system
- d) None of the available answers

3.11 The arrivals task that every guest services agent must complete includes:

- a) Checking in of guests
- b) Separating due in guests into VIP's; long stays, Party bookings and Groups
- c) Checking out of guests
- d) Printing of arrivals list

3.12 A charge code which enables the hotel to remove a post from a guest account eg. Breakfast.

- a) Allowance
- b) Paid out
- c) Refund
- d) No post

3.13 A group of individuals working together towards a common goal/purpose eg. Customer centricity

- a) Customer centricity
- b) Teamwork
- c) Moment of truth
- d) Customer service

3.14 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

3.15 A guest who has left the hotel without settling their respective accounts is referred to as:

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

3.16 A person who arrives at the hotel without a reservation and requests a room is a:

- a) Walker
- b) Bilker
- c) Walk-in
- d) Guest

3.17 A required level of performance that establishes the quality of work that must be done is referred to as:

- a) Frequency schedule
- b) Area inventory list
- c) Performance standards
- d) Productivity standards

3.18 A room assignment refers to a:

- a) An assignment that given to the room attendants to complete on every shift
- b) A rooming list that indicates which rooms are put on refurbishment
- c) A rooming list that indicates which rooms have been allocated to the room attendant to clean for that particular shift
- d) A rooming list which indicates the rooms that are occupied for that particular day

3.19 An acceptable amount of work that must be done within a specific time frame according to an established performance standard

- a) Frequency schedule
- b) Area inventory list
- c) Performance standards
- d) Productivity standards

3.20 Public areas refer to the which of the following:

- a) All areas that guests have direct access to
- b) Areas that only include outside of the hotel property
- c) Areas which include back of house areas
- d) Areas which include front of house areas

3.21 The responsibilities of the Executive Housekeeper involve many aspects EXCEPT

- a) Operations management
- b) Reception management
- c) Laundry management
- d) Guest relations

3.22 This refers to the items that are left behind by guests after they have checked out from the hotel.

- a) Turndown service
- b) Lost property
- c) Lost and found
- d) Pass out

3.23 The Laundry Cycle consists of how many stages?

- a) Five
- b) Ten
- c) Nine
- d) None of the above

3.24 Identify which of the following people can report maintenance work? Choose three correct answers.

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

Question 4: True and False

[23]

Indicate whether the following statements are true or false

- 4.1 A Hotel division or department that does not generate revenue directly, is known as a revenue centre.
- 4.2 A pit-check is a process where checks are done to see if the guest key has been returned on departure.
- 4.3 One of the duties of the housekeeping department is to cater for laundry requirements of hotel linen, staff uniform and clothing for guests and non-guests
- 4.4 One of the duties of the housekeeping department is to coordinate renovation and refurbishment of the property and in consultation with management and interior design
- 4.5 DND stands for Do Not Disrupt
- 4.6 Deep cleaning activities are conducted during the golden hours of the hotel

- 4.7 Directing and controlling in the Housekeeping department are carried out after the operation has begun or is in process, as with other managerial relationships involving people, leadership is accomplished through communication.
- 4.8 During the finishing stage of the Laundry Cycle, linen is checked to ensure that all the wrinkles are ironed out
- 4.9 Hotel properties are only limited to outsourcing their housekeeping department only
- 4.10 The pass-out system enables the staff to remove items off the property through the security entrance with consent of management
- 4.11 The reason that the Housekeeping department and the Security department often communicate as pass outs can be verified by the Executive Housekeeper or Housekeeping Supervisor
- 4.12 Turndown service is provided by the front office department whereby the room is prepared for the atmosphere of sleep
- 4.13 A Floor supervisor oversees the work of the public area cleaners.
- 4.14 Chemical cleanliness refers to the cleaning of the guestroom, using chemicals.
- 4.15 Caution signs are often used to indicate potential hazards and are white and red.
- 4.16 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.
- 4.17 Room attendants should always assist guests who have lost their keys, by opening the guest room for them.
- 4.18 Room attendants should open drawers of occupied rooms to check for any lost and found items.
- 4.19 Safety refers to the prevention of hazardous situations in the hotel, by ensuring a safe working environment for both staff and guests.
- 4.20 The OPL should be well ventilated and well heated.
- 4.21 The size of a hotel often determines the service level.
- 4.22 When guests are suspected of stealing hotel property, they should be stopped at the hotel entrance and searched.
- 4.23 The method of payment for a reservation, will influence the procedures followed when checking in a guest.

Annexure 1

Type	Number Of Rooms	24 December 2020	25 December 2020	26 December 2020
TWN	50			
FAM	50			
Deluxe	50			
Suite	12			
Rooms Available	162			
Rooms Sold				
Occ%				

Annexure 2

Mr Nkosi		Rennies travel PTY LTD	
18 th		17 th	
18 th		17 th	
19 th		18 th	
19 th		18 th	
19 th		19 th	
20 th		19 th	
20 th			
20 th		20 th	