



<b>FACULTY/COLLEGE</b>	College of Business and Economics
<b>SCHOOL</b>	School of Tourism and Hospitality
<b>DEPARTMENT</b>	Hospitality
<b>CAMPUS(ES)</b>	APB
<b>MODULE NAME</b>	Rooms Divisions & Revenue Management
<b>MODULE CODE</b>	RDR2AA2
<b>SEMESTER</b>	First
<b>ASSESSMENT OPPORTUNITY, MONTH AND YEAR</b>	First Summative Assessment Opportunity June 2022

<b>ASSESSMENT DATE</b>		<b>SESSION</b>	
<b>ASSESSOR(S)</b>	Dr A Deen		
<b>MODERATOR(S)</b>	Mrs E Sao Joao		
<b>DURATION</b>	1.5 hours (90min)	<b>TOTAL MARKS</b>	90

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	7
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#### INFORMATION/INSTRUCTIONS:

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- This is a closed-book online assessment.
- Answer all questions and ensure to rule off after every question
- 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

**QUESTION 1: NIGHT AUDIT****[45]****REVENUE REPORT**

The following month-to-date figures were reflected on the revenue report of the previous night, 20 March 2022 (31 days) at the 255 bedroom Lavender Country Hotel. Compile the Night audit report for the 21<sup>st</sup> March 2022. Please use annexure to complete this answer. (45)

**20 March 2021**

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS		850 000			
FOOD		15 100			
FOOD ADJUSTMENT		(545.00)			
BAR		17 500			
ROOMS SOLD		1235			

According to the **Monthly Budget** received from Head Office the following are the budget figures for March 2022:

ROOMS	R 4 200 500
FOOD	R 501 000
BAR	R 650 100
OCC %	58%

Sales figures for Sunday 21 March as established by night audit are:

ROOMS	R 101 500
ROOMS ADJUSTMENT	R 245
FOOD	R 19 100
BAR	R 20 550
ROOMS	122

**Date : 21 March 2022**

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS REVENUE	R101 500	R951 500	R135 500	R2845 500	(R1894 000)
Adjustments	(R245)	(R245)	0	0	(R245)
FOOD	R19 100	R34 200	R16 161.29	R339 387.09	(R305 187.09)
Adjustments	0	(R545)	0	0	(R545)
BAR	R20 550	R38 050	R20 970.97	R440 390.37	(R402 340.37)
ROOMS SOLD	122	1357	148	3108	(1751)
OCC%	47.84%	25.34%	58%	58%	(32.66%)
A.R.R	R829.96	R701.00	R915.54	R915.54	(R214.54)
TOTAL REVENUE	R140 905	R1022 960	R172 632.26	R3625 277.46	(R2602317.46)

**QUESTION 2: MULTIPLE CHOICE****[31]**

2.1 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

2.2 Indicate if the following statement is true or false. "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."

- a) **True**
- b) False

2.3 Indicate if the following statement is true or false. Stock taking is the physical counting of all stock items on the premises that fall within the revenue budget of the particular department

- a) True
- b) **False**

2.4 Recycled inventory best relates to which three following statements:

- a) Items in stock that are consumed or used up during the course of routine housekeeping operations
- b) **Measured in Par stock**
- c) Measured in minimum and maximum quantity
- d) **Items in stock that have a limited useful life but are used over and over in housekeeping operations**
- e) Examples include guest amenities and cleaning supplies
- f) **Examples include linen and iron & boards**

2.5 Indicate if the following statement is true or false. 'The Night Auditor does not balance the revenue centers including parking and breakfast.'

- a) True
- b) **False**

2.6 This is a full monthly amount that is allocated from head office which will provide a guideline as to the daily expected achievements in order to guide management with regard to their actual performance

- a) Variance
- b) Actual Month to Date
- c) **Budget today**

- d) Actual today
- 2.7 When performance standards are developed, Executive Housekeepers consider the following three statements:
- a) Speak to staff for contributions in developing performance standards
  - b) It requires lots of communication with Room Attendants and the department
  - c) Measures how productive staff should be in a shift therefore requires timing staff
  - d) Requires on-going training to ensure consistent standards
  - e) It is dependent on how many rooms the hotel has to clean everyday
- 2.8 According to your Guest Lecturer with Executive Housekeeper, it was advised that only the most necessary items are left in the rooms due to Covid-19 protocols eg. A TV remote?
- a) True
  - b) False
- 2.9 A job analysis involves which of the following steps?
- a) Identifying job knowledge, interview, salary negotiation
  - b) Creating a task list, recruitment, training
  - c) Identifying job knowledge, creating a task list, developing a job breakdown
  - d) Developing a job breakdown, training, evaluating
- 2.10 Most departmental budgets are developed for which time period?
- a) 6 months in advance
  - b) Every 3 months
  - c) 12 months in advance
  - d) Once in 2 years
- 2.11 One of the primary duties of the Executive Housekeeper is to budget for her/his departments spend. Indicate the three (3) broad areas that the Housekeeper needs to consider when preparing budgets for the Housekeeping department.
- a) Salaries and wages
  - b) Overtime
  - c) Operating costs
  - d) Capital Expenditure
  - e) Recycled inventory
  - f) Inventory
- 2.12 Non recycled inventory best relates to which of the three (3) following statements:
- a) Items in stock that have a limited useful life but are used over and over in housekeeping operations
  - b) Measured in minimum and maximum quantity
  - c) Items in stock that are consumed or used up during the course of routine housekeeping operations

- d) Examples include cleaning supplies and guest amenities
- e) Measured in PAR stock
- f) Examples include linen and iron & boards

2.13 A set of items that fits an area once is referred to as:

- a) Maximum quantity
- b) Minimum quantity
- c) Emergency stock
- d) Par stock

2.14 Factors that may arise from poor stock control will result in several discrepancies in the Housekeeping department. Please select the correct three factors.

- a) Proper storage
- b) Theft
- c) Negligence from staff
- d) Poor rotation of stock
- e) Good care of linen

2.15 Guidelines for effective stock control includes which of the following three statements:

- a) Ensure that access to storage areas are restricted
- b) Stock taking forms part of the month-end procedures
- c) Record all items that are received and issued
- d) Keep records of any items damaged or discarded
- e) All of the available answers

2.16 Indicate if the following statement is true or false. "Safety stock is stock that should be used for everyday use."

- a) True
- b) False

2.17 According to the guest lecture on Housekeeping, room attendants now wear special attire on their feet before entering a room to clean during the Covid-19 pandemic. What is this special attire?

- a) Socks
- b) Gloves
- c) Booties
- d) Hairnet

2.18 According to your Housekeeping guest lecture, the Executive Housekeeper advised that the during the Covid -19 pandemic staff are required to come to work in their uniform to save time.

- a) True
- b) False

- 2.19 A system used to establish the total number of labour hours, number of employees and total labour expense required to operate the hotel operation when at a specific level of occupancy is referred to as productivity standards

- a) True  
b) False
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### QUESTION 3: HOUSEKEEPING MANAGEMENT

- 3.1 With specific reference to your guest lecturer and as a future departmental manager, discuss the vital areas of accountability of hotel property that should be considered and applied within an organisation. Support your answer with an example.

The guest lecturer explained that:

- *Accountability* is the acceptance of *responsibility* towards other parties.
- As a line manager you have a contractual obligation that needs to be upheld and thus employees that are managed have the same contractual agreement
- As an organisation, the company has an obligation to protect its assets and has policies in place for both employees and the hotel
- As an organisation, they have a shareholder obligation to protect assets and potential profits of the hotel
- As an employee or line manager you have a legal obligation to the hotel
- Procedural and control obligation – of every person in every department. If you can't measure it you can't manage it. Measuring your employees and their performance. Measuring of your assets, ensuring stock control, stock take, not over purchasing
- Policy and procedures have been put in place to protect the employee and the company, if the employee is unable to protect the company the company cannot protect the employee when there is a breach of policy and procedure.

Student to provide any example discussed in guest lecture to motivate.

- 3.2 The Maslow hotel has a projected occupancy is looking toward 125 rooms for their peak period for the month of June 2022. The hotel uses a Lux soap for their bathrooms of which the hotel places 1 soap in a room and one box contains 500 soaps. The Executive Housekeepers waits up to 5 days for delivery of orders, therefore in case of emergencies the department has 1 box on hand. Calculate the Lead time quantity, minimum quantity and the maximum quantity for June 2022.

Step 1: 1 PU = 500 Shampoo

Step 2:  $125 \times 1 = 125$  per day

Step 3:  $500 / 125 = 4$  days PU

Step 4: a) LTQ =  $5 / 4 = 1.25$  boxes  
b) SS = 1 PU  
Min = LTQ + SS

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$$\begin{aligned} &= 1.25 + 1 \\ &= 2.25 \text{ boxes min quantity} \end{aligned}$$

$$\begin{aligned} \text{Max} \quad &= 5 / 4 + 3 \\ &= 1.25 + 3 \\ &= 4.25 \text{ boxes max quantity} \end{aligned}$$

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