



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	RDR2AA2
SEMESTER	First
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	

ASSESSMENT DATE	TBA	SESSION	TBA
ASSESSOR(S)	Ms A Deen		
MODERATOR(S)	Mrs E Sao Joao		
DURATION	75 minutes	TOTAL MARKS	90

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	6
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INFORMATION/INSTRUCTIONS:

- This is an online assessment.
- Answer all questions and ensure to rule off after every question
- Read the questions carefully and answer only what is required.
- Calculators are necessary for this assessment.

QUESTION 1: NIGHT AUDIT**[40]**

- 1.1 The following month-to-date figures were reflected on the revenue report of the previous night, the 15th of June (30 day month) at the 175 bedroom Sunflower Hotel.

Date: 15 June 2022

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS		1 250 000		1 500 000	
FOOD		15 000		17 500	
BAR		12 000		11 500	
ROOMS SOLD		1 500		1 700	

Sales figures for the 16th as established by night audit:

ROOMS R67 000
 FOOD R 1 300
 BAR R 950
 ROOMS SOLD 167

Using this information, compile a revenue report for the 16th of June in the same format.

Date: 16 June 2022

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS	67 000	1317 000	100 000	1600 000	(283 000)
FOOD	1300	16 300	1166 .67	18 666.72	(2366.72)
BAR	950	12 950	766.67	12 266.72	683.28
ROOMS SOLD	167	1667	113	1808	(141)
OCC %	95.43%	59.54%	64.57%	64.57%	(5.03%)
A.R.R.	401.20	790.04	884.96	884.96	(94.92)
TOTAL REVENUE	69 250	1346 250	1019 33.34	1630 933.44	(284 683.44)

- 1.2 Provide two examples of the accounts that the Night Auditor needs to balance upon every Night Audit? (2)

- Parking
- Laundry
- Restaurant dockets
- Telephone

1.3 Describe the process of “the End of Day” that the Night Auditor conducts nightly?
(3)

- It is the process where the Night Auditor hits the “one button” or field that enables the PMS to change the current financial date to the next rolling financial day in the hotel. This verifies that all accounts have been checked and verified and the next financial day is ready to begin.
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QUESTION 2: MULTIPLE CHOICE

[36]

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, the 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**
- 2.20 The function of end of day during Night Audit refers to the end to the end of shift for the Night auditor
- a) True
 - b) **False**
- 2.21 As a Night Auditor of Lavendar Country Lodge Hotel highlight five (five) duties you will perform during your night shift?
- a) **Conduct daily room posting**
 - b) **Verifying that all dockets have been posted**
 - c) Checking all necessary non resident records are up to date
 - d) **Ensuring that pitt checks are done properly according to front office records**
 - e) **Prepare daily management reports**
 - f) Ensuring the switchboard is answered
 - g) **Ensuring that all late arrival entries have been posted**

QUESTION 3: CALCULATION**[14]**

- 3.1 Using the par level provided for the following item, calculate the total par levels for a 240 bedroom hotel in the table provided. (8)

Item	Number per room	Par required	Total per room	Total for hotel
Pillow protectors	4 /room	2 par	a. 8	b. 1920
Duvet covers	1/room	3 par	c. 3	d. 720

Bath towels	2/room	3 par	e. 6	f. 1440
Mattress protectors	1/room	1,2 par	g. 1,2	h. 288

- 3.2 The Maslow hotel has a projected occupancy is looking toward 125 rooms for their peak period for the month of June 2021. 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 2021. **(6)**

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
 $= 1.25 + 1$
 $= 2.25$ boxes min quantity

Max = $5 / 4 + 3$
 $= 1.25 + 3$
 $= 4.25$ boxes max quantity
