



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	First Summative Assessment Opportunity June 2022

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

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	7
---	---

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]**

Use the given information to complete the night audit report for 08 June 2022. The following month-to-date figures were reflected on the revenue report of the previous night, the 7th of June 2022 (30 day month) at the 150 bedroom Sunflower Hotel.

Date: 07 June 2022

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS REVENUE		1050000		2050000	
ROOMS SOLD		912		980	
FOOD		5800		9000	
NUMBER OF GUESTS		1280		895	
DOUBLE OCC%				57.14%	

Actual Sales figures for the 8th as established by night audit:

ROOMS REVENUE: R146 000
 FOOD: R2100
 ROOMS SOLD: 134
 NUMBER OF GUESTS: 165

Date: 08 June 2022

DESCRIPTION	ACTUAL REVENUE TODAY	ACTUAL REVENUE M.T.D.	BUDGET TODAY	BUDGET M.T.D.	VARIANCE
ROOMS	R146 000	R1196 000	R290 000	R2320 000	(R1124 000)
ROOMS SOLD	134	1046	140	1120	(74)
FOOD	R2100	R7900	R1285.71	R10 285.71	(R2385.71)
OCC %	89.33%	87.17%	93.33%	93.33%	(6.16%)
DOUBLE OCC%	23.13%	38.15%	57.14%	57.14%	(18.99%)
A.R.R.	R1089.55	R1143.40	R2071.42	R2071.42	(R928.02)
A.G.R	R884.85	R827.68	R1318.18	R1318.18	(R490.50)
TOTAL REVENUE	R148 100	R1203 900	R291 285.71	R2330 285.71	(R1126 385.71)

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 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. (8)

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 cant measure it you cant 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. (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
