



<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>	ABP
<b>MODULE NAME</b>	Rooms Divisions & Revenue Management
<b>MODULE CODE</b>	RDR1AA1
<b>SEMESTER</b>	First
<b>ASSESSMENT OPPORTUNITY,</b>	First Summative Assessment Opportunity
<b>MONTH AND YEAR</b>	2022

<b>ASSESSMENT DATE</b>		<b>SESSION</b>	
<b>ASSESSOR(S)</b>	Ms A Deen		
<b>MODERATOR(S)</b>	Mrs E Sao Joao		
<b>DURATION</b>	90 Minutes	<b>TOTAL MARKS</b>	90

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	9
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**INFORMATION/INSTRUCTIONS:**

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- This is an online assessment.
  - Answer all questions
  - Read the questions carefully and answer only what is required.
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**Question 1 - Multiple choice questions**

**[40]**

1.1 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**

1.2 This particular area allows employees to enter and leave the hotel at the start and end of their shift: -

- a) Front entrance of the hotel
- b) Back entrance of the hotel
- c) **Security entrance of the hotel**
- d) None of the available answers

1.3 A charge posted to a guest account after the guest has settled the account and departed the hotel.

- a) A missing docket
- b) **A late charge**
- c) A penalty charge
- d) Laundry

1.4 Indicate whether this statement is true or false. "A due out is a guest that is due to check out after the following day's check-out time."

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

1.5 A late departure is referred to as: -

- a) A guest that wishes to extend their stay
- b) A guest who checked out of the hotel but wished to post a late charge onto their account
- c) A departure that arrives late
- d) **None of the available answers**

1.6 A method of payment used by guests who book via a travel agency.

- a) **Direct Billing**
- b) Voucher
- c) Billing instructions
- d) Accounts billed by the accounts department

1.7 A person who arrives at the hotel without a reservation and requests a room.

- a) walker
- b) bilker
- c) **walk-in**
- d) guest

1.8 Indicate whether this statement is true or false. "A pit-check is a process where checks are done to see if the guest key has been returned on departure."

- a) True
- b) False

1.9 A reservations network that handles more than one product line.

- a) Central Reservations
- b) Affiliate reservations
- c) Intersell Agencies
- d) Internet

1.10 A special treat that the hotel gives to the guest in their room prior to their arrival, e.g. to a VIP guest.

- a) Room drop
- b) Special treatment
- c) VIP gift
- d) Arrival gift

1.11 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

1.12 Accounts which are opened for the specific use of the hotel administration. An example of such an account is the Promotion's account. Which type of account is this?

- a) Guest account
- b) House account
- c) Non-guest account
- d) Master account

1.13 An account opened for a number of rooms, which may require one specific account for charges such as room and breakfast.

- a) Guest account
- b) House account
- c) Non-guest account
- d) Master account

1.14 Indicate whether this statement is true or false. "Hotel corridors are part of the front-of-house areas of the hotel."

- a) True
- b) False

1.15 If a guest checks out of a hotel. What is his information now referred to as?

- a) Guest profiles
- b) History
- c) History profiles
- d) **Guest history**

1.16 If a guest did not pack properly for their stay, what can a hotel offer the guest to make their stay more comfortable?

- a) Hairdryer, iron and board, laundry bags
- b) Curtains, safe, car keys
- c) **Shaving kit, tooth care kit, shoe mitts**
- d) Condoms, matches, newspaper

1.17 Rooms Divisions are made of the following departments

- a) Food & Beverage, Housekeeping & Room Service
- b) **Front Office, Housekeeping & Maintenance**
- c) Front Office, Security & Maintenance
- d) None of the available answers

1.18 The standard check in time for most hotels is: -

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

1.19 The process of recording transactions on a guest folio is known as \_\_\_\_\_?

- a) **Posting**
- b) Balancing
- c) Recording
- d) Docketing

1.20 The guest cycle consists of the following steps:

- a) **Pre-arrival, arrival, occupancy, departure**
- b) Reservation, Registration, Occupancy, Billing
- c) Registration, Check-in, Occupancy, Check-out
- d) Pre-arrival, arrival, Check-out, Settlement

1.21 Indicate whether this statement is true or false. "When guests are suspected of stealing hotel property, they should be stopped at the hotel entrance and searched."

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

1.22 When a receptionist walks on to a shift, what is the first duty that must be completed?

- a) Know what time they are going home
- b) Check out guests
- c) **Print downtime report**
- d) Check the credit limit

1.23 Indicate whether this statement is true or false "Upselling implies that the guest is sold a room on a higher floor in the hotel."

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

1.24 These are instructions from the Travel agency that indicates exactly what they will be settling for eg. Settle Direct; Full account; Bed & Breakfast; B&B and parking etc

- a) Direct billing
- b) **Billing instructions**
- c) Routing
- d) AR number

1.25 Indicate whether this statement is true or false. "Billing instructions such as: Full account to the Travel agency means that the guest is required to settle for incidentals."

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

1.26 A function on the booking system of the hotel that directs the right charges to the correct window according to the billing instructions of the voucher and is billed to the right account or specified account

- a) Posting
- b) Billing instructions
- c) Direct Billing
- d) **Routing**

1.27 Indicate whether this statement is true or false. "Providing a luxury room type to guest as opposed to the standard that was already booked at no extra charge is referred to as upgrading "

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

1.28 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

1.29 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 available answers

1.30 Indicate whether this statement is true or false. "The concierge department may offer valet services to guests."

- a) True
- b) False

1.31 These areas don't directly generate revenue for the hotel example The Housekeeping department

- a) Revenue centre
- b) Cost centre
- c) Support centre
- d) None of the available answers

1.32 Indicate whether this statement is true or false. "One of the policies when issuing room keys to the guest requires him/her not to provide MOP on check in."

- a) True
- b) False

1.33 Indicate whether this statement is true or false. "The "no post" field on the property management system disables any department from posting incidentals on to the guest account."

- a) True
- b) False

1.34 Indicate whether this statement is true or false. "PM accounts or query accounts physically occupies a room in the hotel."

- a) True
- b) False

1.35 Providing a luxury room type to guest as opposed to the standard that was already booked at no extra charge is referred to as upgrading

- a) True
- b) False

1.36 Reviewing the Travel agent voucher, identify the room type that was booked by the guest?

- a) DBDB
- b) King

- c) Suite
- d) Room

1.37 Reviewing the Travel agent voucher, indicate whether this statement is true or false the billing instructions for this guest is "settle direct".

- a) True
- b) False

1.38 Reviewing the Travel agent voucher, the rate confirmed for this guest is:

- a) R1895
- b) R1590
- c) R4019
- d) R1495

1.39 Reviewing the Travel agent voucher, the reservation that has been made is for which hotel property:

- a) Garden Court Milpark
- b) The Capital Moloko
- c) Sandton Hotel
- d) HRG Hotels

1.40 Reviewing the Travel agent voucher, the travel agency is situated in which city?

- a) Sandton
- b) Durban
- c) Cape Town
- d) Helen road

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## **Question 2: Front office**

**[20]**

2.1 As per our class discussions regarding the impact of Covid-19 on Front operations, please discuss how you would handle a group check-in at the front desk? (5)

- Due to Covid-19 social distancing is vital
- Depending on the occupancy of the hotel and the number of arrivals, this type of check in can be done at the desk with careful coordination
- Guests must keep their distance, complete screening forms first
- Print their reg cards on their arrival to ensure hygiene and safety
- Check if MOP has been received for this group
- Cut the key and hand to the guest by ensuring that it is sanitised.

If the group is too large and cannot be accommodated in the foyer, to protect other guests a conference venue must be arranged

2.2 As a guest services attendant working at a Garden Court property, differentiate how you would follow up on a guest requesting for an iron & board and a guest requesting for a bucket of ice? (10)

**Iron & Board**

- Log request in the log book – guest room number and request
- Call the housekeeping dept and request I&B for the room number
- Log who spoke to in the log book and the time requested
- Wait a few minutes and give the guest a courtesy call to follow up if the I&B arrived

### Bucket of ice

- Log request in the log book – guest room number and request
- Call the room service dept and request for bucket of ice for the room number
- Log who spoke to in the log book and the time requested
- Wait a few minutes and give the guest a courtesy call to follow up if the bucket of ice arrived

2.3 You are rostered to work an Early shift at the Reception Desk, describe how you would complete the “arrivals task” during your shift? (5)

- Print an arrivals list
- Flag VIP's, Long stays, Party bookings & Groups
- Allocate all rooms & upgrades if necessary
  - VIP's – upgrade
  - Long stays – upgrade
  - Party – rooms next door to each other
  - Groups – all on the same floor and lower floors
- Print a separate groups arrivals and set aside
- Print an updated arrivals list with allocated rooms and send to H/K, Porters GM etc

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### **Question 3: Guest folio – Please refer to the voucher in order to answer this question**

[30]

3.1 Ms Zondi has checked in and has charged the following incidentals on her account during her stay. Complete the guest folio using the voucher and the charges below.

#### 25<sup>th</sup> July 2022

- |                |      |
|----------------|------|
| • Room service | R360 |
|----------------|------|

#### 26<sup>th</sup> July 2022

- |                |      |
|----------------|------|
| • Breakfast    |      |
| • Room service | R150 |
| • Telephone    | R23  |
| • Room service | R540 |

#### 27<sup>th</sup> July 2022

- |                |      |
|----------------|------|
| • Breakfast    |      |
| • Telephone    | R25  |
| • Room service | R165 |
| • Laundry      | R210 |
| • Room service | R550 |



28<sup>th</sup> July 2022

- Breakfast

<b>Ms Zondi</b>		<b>Rennies Travel</b>	
25 July		25 July Room Service	360
26 July		25 July Accommodation	1495
25 July		25 July Tourism levy	14-95
26 July		26 July Room service	150
26 July		26 July Telephone	23
26 July		26 July Room service	540
26 July		26 July Accommodation	1495
26 July		26 July Tourism Levy	14-95
27 July		27 July Telephone	25
27 July		27 July Room service	165
27 July		27 July Laundry	210
27 July		27 July Room service	550
27 July		27 July Accommodation	1495
27 July		27 July Tourism Levy	14-95
28 July		28 July Amount direct billed	<b>6552-85</b>

**Total marks: 90**