



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism and Hospitality
DEPARTMENT	Hospitality
CAMPUS(ES)	ABP
MODULE NAME	Rooms Divisions & Revenue Management
MODULE CODE	RDR1AA1
SEMESTER	First
ASSESSMENT OPPORTUNITY,	First Summative Assessment Opportunity
MONTH AND YEAR	2022

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

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	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**[35]**

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

2.1 Complete the guest folio Miss Govender using the case study below:

Ideally situated in the stylish Sandton area, the Maslow hotel has the capacity to provide a new taste of hospitality that would infiltrate both local and international market.

The Maslow boasts 280 rooms, ranging from luxury rooms and family apartments, to junior and executive suites. Designed to provide an escape from the office landscape, The Maslow Hotel's beautiful gardens with Zen-like water features, pool and terraced seating, offer a refuge from the day's exertion.

The Maslow has brought the taste of Sun International's style and quality to the heart of Johannesburg's elite. Boasting a full English breakfast of R120 and Parking at R65 per night, The Maslow is certainly the destination of choice.

Miss Govender makes a first time reservation at the Maslow for the 24th October 2022 for 5 nights and checks out on the 29th October. A rack rate was quoted for the first 4 nights of Miss Govender's stay of R1495 room only and a weekend rate was quoted for the remainder of her stay of R995 bed and breakfast. Miss Govender's stay is settle direct and upon arrival Miss Govender provided an advanced deposit of R7500 and requested for a parking voucher for her full stay. The following incidentals were charged to Miss Govender's account:

24th October 2021

- Room service R360
 - Focaccia
 - Roast Chicken with Side salad and accompaniments
 - Chocolate Brownies

25th October 2021

- Breakfast
- Room service R150
 - Chicken Alfredo minus the ham
 - Coke light
- Telephone R23
- Room service R540
 - Garlic snails
 - Rump steak with accompaniments
 - Extra: onions rings, mushroom sauce
 - Passion fruit and lemonade
 - Crème caramel

26th October 2021

- Breakfast
- Telephone R25
- Room service R165
 - Butter Chicken Pizza
 - Glass of White wine
- Laundry R210
- Room service R550
 - Waldorf salad
 - Tiger Prawns platter
 - Strawberry cheesecake

27th October 2021

- Breakfast
- Room service R265
 - Garlic bread
 - Linguine with Mussels in white wine
 - Fruit salad

28th October 2021

- Breakfast
- Newspaper R20
- Room service R350
 - Calamari rings
 - Spicy Thai Chicken curry
 - Cappuccino

30th October 2021

- Breakfast
- Newspaper R20

Miss Govender	
24 Oct Advanced Deposit	(7500)
24 Oct Room service	360
24 Oct Accommodation	1495
24 Oct Levy	14-95
24 Oct Parking	65
25 Oct Breakfast	120
25 Oct Room service	150
25 Oct Telephone	23
25 Oct Room service	540
25 Oct Accommodation	1495
25 Oct Levy	14-95
25 Oct Parking	65
26 Oct Breakfast	120
26 Oct Telephone	25
26 Oct Room service	165
26 Oct Laundry	210
26 Oct Room service	550
26 Oct Accommodation	1495
26 Oct Levy	14-95
26 Oct Parking	65
27 Oct Breakfast	120
27 Oct Room service	265
27 Oct Accommodation	1495
27 Oct Levy	14-95
27 Oct Parking	65
28 Oct Breakfast	120
28 Oct Newspaper	20
28 Oct Room service	350
28 Oct Accommodation	995
28 Oct Levy	9-95
28 Oct Parking	65

29 Oct Newspaper	20
29 Oct Amount due by guest	3027.75

Question 3: Mini essay**[5]**

3.1 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?

- 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

Total marks: 90