



<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, MONTH AND YEAR</b>	SSA 2021

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

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	10
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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****[42]**

- 1.1 If the hotel has 15 Twin rooms available for this evening, you receive a booking for 6 twin rooms and a cancellation for 5 twin rooms and 2 luxury rooms, what would the updated availability of twin rooms be for this evening?
- a) 10
  - b) 11
  - c) 12
  - d) 14
- 1.2 What year was known to be the beginning of the decade of change?
- a) 1960
  - b) 1980
  - c) 1994
  - d) 1950
- 1.3 A document detailing a transaction to be posted to a front office account, and used to communicate information from a point of sale to front office. This document is known as \_\_\_\_\_?
- a) A till slip
  - b) A cheque
  - c) A voucher
  - d) An order form
- 1.4 A level of service emphasizing clean, comfortable, inexpensive rooms that meet the most basic needs of guests.
- a) Full service – mid-range
  - b) limited service - economy
  - c) full-service luxury
  - d) limited service – mid-range
- 1.5 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
- 1.6 Various departments in the hotel talking to each other continuously in order to fulfil guest needs. E.g. Front office and Housekeeping.
- a) Inter-departmental communication
  - b) Inter-departmental cooperation
  - c) Departmental communication
  - d) Departmental cooperation

- 1.7 Hotel corridors are part of the front-of-house areas of the hotel.
- a) True
  - b) False
- 1.8 Group reservations are most beneficial to a hotel during high demand periods.
- a) True
  - b) False
- 1.9 Part of good key control procedures is to allow each staff member to take their hotel master keys home as they can keep it safe.
- a) True
  - b) False
- 1.10 The method of payment for a reservation, will influence the procedures followed when checking in a guest.
- a) True
  - b) False
- 1.11 When guests are suspected of stealing hotel property, they should be stopped at the hotel entrance and searched.
- a) True
  - b) False
- 1.12 A DNCO status indicates a guest that has left the hotel without paying their account.
- a) True
  - b) False
- 1.13 A due out is a guest that is due to check out after the following day's check-out time.
- a) True
  - b) False
- 1.14 A duty performed by the switchboard operator or receptionist whereby a call is made to the guest to ensure that he wakes up
- a) Wake up call
  - b) Alarm
  - c) Reception service
  - d) Night audit service
- 1.15 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

- 1.16 A list compiled for the revenue generated during a specific shift in a specific outlet / department. It records all charges and the payments received for it.
- a) Charge sheet
  - b) An audit report
  - c) A pre-list
- 1.17 The first motel located near highways, with low rates, basic accommodation and no F&B services
- a) 1960
  - b) 1950
  - c) 1900
  - d) 1984
- 1.18 The process of recording transactions on a guest folio is known as \_\_\_\_\_?
- a) Posting
  - b) Balancing
  - c) Recording
  - d) Docketing
- 1.19 Faster transport has a positive influence on the hospitality industry
- a) True
  - b) False
- 1.20 A rack rate is referred to as the rate that is provided to all our corporate guests
- a) True
  - b) False
- 1.21 The \_\_\_\_\_ area is responsible for the coordination for a range of guest services
- a) Reception
  - b) Concierge
  - c) Housekeeping
  - d) None of the above
- 1.22 Globalisation has a negative impact on the hospitality industry
- a) True
  - b) False
- 1.23 This is the year that initiated a shift of power from producer to consumer
- a) 1950
  - b) 1960
  - c) 1980
  - d) 1990

- 1.24 The typical early shifts at the reception desk are :-
- a) From 6am - 9pm
  - b) From 2pm - 11pm
  - c) From 10am - 11pm
  - d) None of the available answers
- 1.25 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
- 1.26 The check in time of a hotel is from :-
- a) 11am
  - b) 1pm
  - c) 2pm
  - d) 10am
- 1.27 The concierge department may offer valet services to guests
- a) True
  - b) False
- 1.28 The definition of Market Segmentation refers to :-
- a) Dividing your markets to make it easier to determine customer needs
  - b) Dividing your market to ensure that you can provide individual attention to each segment
  - c) Dividing your market to ensure that each market has an opportunity to succeed
  - d) None of the available answers
- 1.29 The exact time that the guest decides whether his expectation has been met or not is referred to the :-
- a) Guest centricity
  - b) Intangible service
  - c) Guest expectations
  - d) Moment of truth
- 1.30 A guest who has left the hotel without settling their respective accounts.
- a) Bilker
  - b) Runaway
  - c) Settle direct
  - d) Unsettled guest
- 1.31 The golden hours in a hotel are generally when: -
- a) The foyer dims the lights to appear golden
  - b) The VIP check in time

- c) The VIP check out time
  - d) **None of the available answers**
- 1.32 The main difference between the STO rate and the Corporate rate is that there is no confidentiality with regards to their rates
- a) True
  - b) **False**
- 1.33 Reviewing the Travel agent voucher, the reservation has been under which guest name?
- a) Krish
  - b) **Naidoo**
  - c) Unity
  - d) Zuri
- 1.34 Reviewing the Travel agent voucher, the billing instruction indicate that the Travel Agency is settling which of the following?
- a) Full account to travel agency
  - b) Settle Direct
  - c) **Dinner Bed & Breakfast to travel agency**
  - d) None of the above
- 1.35 Reviewing the Travel agent voucher, the type of guest is referred to as:
- a) Corporate guest
  - b) **Government guest**
  - c) Unity guest
  - d) Frequent guest
- 1.36 Reviewing the Travel agent voucher, the number of nights that has been booked for this reservation is:
- a) 1 night
  - b) **2 nights**
  - c) 3 nights
  - d) 4 nights
- 1.37 Reviewing the Travel agent voucher, the rate that has been quoted and agreed upon is:
- a) R4500
  - b) **R2250**
  - c) R3000
  - d) R1895
- 1.38 Reviewing the Travel agent voucher, the check in date is stipulated as:
- a) **17 August 2022**
  - b) 19 August 2022
  - c) 17 August 2018
  - d) 19 August 2018

- 1.39 Reviewing the Travel agent voucher, the name of the travel agency is?
- a) Rennies travel
  - b) Travel with Flair
  - c) Zuri Concepts & projects
  - d) Asata
- 1.40 Reviewing the Travel agent voucher, the confirmation number for this guest is:
- a) Ptt/Tcm/D00024/Hof.Gen
  - b) 620141
  - c) 4040272348
  - d) 0006800
- 1.41 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
- 1.42 Reviewing the Travel agent voucher, the travel agency is situated in which city?
- a) Sandton
  - b) Durban
  - c) Kimberley
  - d) Helen road
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**Question 2: Guest folio**

**[30]**

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

54 on Bath being centrally situated, the many attractions and sites such as Nelson Mandela Square, Sandton city and Melrose Arch eagerly await a visit. A total of 75 elegant rooms comprising of 60 Deluxe standard rooms, 12 Executive rooms and 3 Luxury Suites with facilities that lavishly comforts the soul. Enjoy wining and dining at the Level 4 Restaurant which boasts a full English breakfast of R150 and Parking at R60 per night, 54 on Bath certainly promises a trip to remember. Miss Mota makes a first time reservation at 54 on Bath for the 28th April 2022 for 4 nights and checks out on the 2<sup>nd</sup> May. A rack rate was quoted for the first night of Miss Mota's stay of R2190 room only and a weekend rate was quoted for the remainder of her stay of R1895 bed and breakfast. The first 3 nights are direct billed to Destinations Travel and her account was routed with the following billing instructions of DBB to the travel agent. The remainder of Miss Mota's stay is settle direct. Upon arrival Miss Mota provided and advanced

deposit of R2000 and requested for a parking voucher for her full stay. A handover was provided to remind late shift staff that Destinations Travel does not settle for alcoholic beverages.

The following incidentals were charged to Miss Mota's account:

**28<sup>th</sup> April 2022**

Room service R350  
Bruschetta  
Roast Chicken with Side salad and accompaniments  
Chocolate mousse

**29<sup>th</sup> April 2022**

Breakfast  
Room service R170  
Hawaiian Pizza minus the ham  
Tab

Telephone R23  
Room service R560  
Oysters  
Rump steak with accompaniments  
Extra: onions rings, mushroom sauce  
Passion fruit and lemonade  
Vanilla panacotta with raspberry coulis

**30<sup>th</sup> April 2022**

Breakfast  
Telephone R25  
Room service R165  
Nachos with Chicken strips  
Glass white wine

Laundry R210  
Room service R550  
Stuffed Mushrooms  
Crayfish Thermidore  
Passion cheesecake

**1<sup>st</sup> May 2022**

Breakfast  
Room service R265  
Chili spring rolls  
Penne with prawns in white wine

**2<sup>nd</sup> May 2022**

Breakfast

Miss Mota		Destinations travel	
28 <sup>th</sup> Advanced Deposit	(2000)	28 <sup>th</sup> Room service	350
28 <sup>th</sup> Parking	60	28 <sup>th</sup> Accommodation	2190
29 <sup>th</sup> Room service	170	28 <sup>th</sup> Tourism levy	21.90
29 <sup>th</sup> Telephone	23	29 <sup>th</sup> Breakfast	150
29 <sup>th</sup> Parking	60	29 <sup>th</sup> Room service	540
30 <sup>th</sup> Telephone	25	29 <sup>th</sup> Accommodation	1895
30 <sup>th</sup> Room service	165	29 <sup>th</sup> Tourism levy	18.95
30 <sup>th</sup> Laundry	210	30 <sup>th</sup> Room service	550



30 <sup>th</sup> Parking	60	30 <sup>th</sup> Accommodation	1895
1 <sup>st</sup> Room service	265	30 <sup>th</sup> Tourism levy	18.95
1 <sup>st</sup> Accommodation	1895		
1 <sup>st</sup> Tourism Levy	18.95		
1 <sup>st</sup> Parking	60		
2 <sup>nd</sup> Amount due	1011.95	2 <sup>nd</sup> Amount Direct Billed	7629.80

**Question 3: Front office****[18]**

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? (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

3.2 In Front Office, how does guest history benefit the hotel? (4)

- It makes the reservation process easier
- It assist to be able to identify complaint guests
- It enables to identify guest preferences
- Assists in recovery from bad service

3.3 As a guest services attendant at Reception, describe the possible reasons for upgrading a guest? (4)

- Frequent traveller upon availability
- Irate complaint guest who has been complaining continuously
- If the hotel was overbooked
- VIP eg Honeymooner

3.4 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

