QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 07BHMN	**LEVEL:** 7
COURSE CODE: BHI520S	**COURSE NAME**: Basic Hotel Information System
SESSION: January 2023	**PAPER:** Theory & Practical
DURATION: 3 hours	**MARKS:** 100 (Theory 40 & Practical 60)

SECOND OPPORTUNITY EXAMINATION PAPER	
EXAMINER(S)	Ms U. Tjitunga
MODERATOR:	Mr G. Cloete

INSTRUCTIONS
1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.
4. Print documentation where required by the examiner.
5. Answer Section A and hand in your Answer scripts.
6. Continue with Section B on the Computer System!
7. This paper consists of 4 pages

Section 1- Theory Session

Question 1 (8)

Briefly discuss the factors that need to be considered before purchasing a Hotel Information System.

Question 2 (6)

Explain the following terms:

2.1 Creditor (2)

2.2 Debtor Refund (2)

2.3 Cancellation Penalty (2)

Question 3 (4x2=8)

Discuss four different types of rates available on Innkeeper.

Question 4 (2)

Identify two options of checking in the guest.

Question 5 (6)

What is the difference between a Cancelled booking and a No-Show booking?

Question 6 (4)

What is the difference between a Deposit and a Debtors Payment?

Question 7 (3x2=6)

Identify three types of client roles on INNKeeper.

Section 2- Practical Session

Question 1 (10)

Dr ………… Amushelelo
Box 36
Swakopmund
12 Rock Cresent Road
Namibia
2134
Tel:+264 64 347 885
Fax: +264 64 347 857
Cell: +264 811 248 465
Email: White…… @yahoo.com
Create a client profile and print.

Question 2 (10)

You receive an email from Dr Amushelelo requesting accommodation for 4 people for 2 nights, arriving on the 11th of December 2023. He requests that you book 2 double rooms under his name. 2 people in each room. One guest does not eat pork. Print.

Question 3 (4)
Dr Amushelelo calls and informs you that he has changed his plans due to work related issues and is able to stay with you for 1 night only. He arrives on the 20th of Dec 2023. Change the reservation accordingly and print the booking confirmation details.

Question 4 (5)
The guest forwards you his credit card details for a full payment of his booking. Ensure the transaction is done and print. Credit card number 5555 6757 3487 9000 exp 05/25.

Question 5 (5)
Send them a Pro forma Invoice for a dry white wine and file the printout.

Question 6 (5)
Dr Amushelelo and his guests had drinks to the value of N$220.00. Process a cash sale transaction for the guest. Received cash for the amount owed.

Question 7 (5)
On arrival print the registration form inclusive of rates, check the guests in and print record.

Question 8 (4)
Dr Amushelelo extends their stay with one night and settle the account with his credit card 5768 2334 4758 4975 exp 10/25.

Question 9   **(2)**
Check out the guests and print tax invoice.

Question 10   **(10)**

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Dear Reservations

Kindly book 3 rooms provisionally for the Tour Group-Researchers and submit a
confirmation. Arriving 15 January 2023
Thank you.
Kind regards
Johnson Corona