



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Management Sciences

Department of Hospitality and Tourism

Beethoven Street
Private Bag 13388
Windhoek
NAMIBIA

T: +264 61 207 2093
F: +264 61 207 9093
E: dht@nust.na
W: www.nust.na

QUALIFICATION: Bachelor of Hospitality Management	
QUALIFICATION CODE: 07BHMN	LEVEL: 7
COURSE: Basic Hotel Information Systems	COURSE CODE: BHI520S
DATE: November 2019	SESSION: PAPER 1
DURATION: 1 Hour Theory & 2 Hours Practical	MARKS: 100

FIRST OPPORTUNITY EXAMINATION PAPER

EXAMINER: Ms. Uaarukapo Tjitunga

MODERATOR: Mr Gerald Cloete

THIS EXAMINATION PAPER CONSISTS OF 4 PAGES

(INCLUDING FRONT PAGE)

INSTRUCTIONS

1. Answer **all** questions.
2. Read all the questions carefully before answering.
3. Marks for each question are indicated at the end of each question.
4. Please ensure that your writing is legible, neat and presentable.

Section 1- Theory Session (1 hour) Total: 50 marks

- Question 1** **(8)**
- Discuss briefly the factors that need to be considered before purchasing a Hotel Information System.
- Question 2** **(12)**
- Explain the following terms:
- 2.1 Creditor (2)
 - 2.2 Travel Agent (2)
 - 2.3 Cash-sale invoice (2)
 - 2.4 Pro-forma invoice (2)
 - 2.5 Tour operator (2)
 - 2.5 Cancellation Penalty (2)
- Question 3** **(4x2=8)**
- Discuss four different types of rates available on INNKeeper.
- Question 4** **(2)**
- Briefly explain two options of checking in the guest.
- Question 5** **(6)**
- Outline the differences between a Cancelled booking and a No Show booking?
- Question 6** **(4)**
- Briefly outline the difference between a single folio and group master folio.
- Question 7** **10**
- Compare and contrast the difference between a computerised reservation system and a manual reservation system.

Section 2- Practical Session (2 hours) Total: 50 marks

Question 1

(10)

Create a client profile for the following and print.

Ronnie's Travel

Private Bag 40

Windhoek

Namibia

Tel: +061 207 2448

Fax: +061 207 2456

Email: rennies@gmail.com

www.renniestravel@yahoo.com

Thank you from

(Your full name) sales consultant.

Question 2

(10)

The consultant request that you book one double room and a single room for his guests Mr & Mrs Ndlovu and their 13-year-old daughter, arriving 14 February 2020 one night.

Question 3

(5)

The Rennie' travel forward you a bank deposit receipt for a full payment of their booking. Ensure the transaction is done and print.

Question 4

(10)

Send a Pro-forma Invoice for a dry white wine, and file the printout. . Dr Kaura.....

Box 756

Toronto

86 Garthdale court

Canada

9245

Cell: +16472729124

Question 5

(5)

Mr & Mrs Ndlovu and their daughter had drinks to the value of N\$300.00. Process a cash sale transaction for the guest. Received cash for the amount owed.

Question 7

(4)

On arrival print the registration form inclusive of rates, check the guests in and print record.

Question 8

(4)

Mr Ndlovu extends their stay with one night, and settle the account with his credit card 5768 2334 4758 4975 exp 10/20.

Question 9

(2)

Check out the guests and print tax invoice.