



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Management Sciences

Department of Hospitality and Tourism

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QUALIFICATION: Bachelor of Hospitality Management	
QUALIFICATION CODE: 07BHMN	LEVEL: 7
COURSE: Basic Hotel Information Systems	COURSE CODE: BHI520S
DATE: January 2020	SESSION: PAPER 2
DURATION: 1 Hour Theory & 2 Hours Practical	MARKS: 100

SECOND OPPORTUNITY EXAMINATION PAPER

EXAMINER: Ms. Uaarukapo Tjitunga

MODERATOR: Mr Gerald Cloete

THIS EXAMINATION PAPER CONSISTS OF 5 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: 40 marks

Question 1 (8)

Explain what aspects of your Hotel does INNkeeper Administration manage?

Question 2 (20)

List and explain 10 booking status types.

Question 3

(True or False)

3.1 Cancelled booking is when a guest failed to arrive without notifying the Hotel. Explain answer. (2)

(2)

3.2 Tour Operator receives 10% commission for every booking made. Explain answer.

(2)

3.3 Group Master folio is used for a group booking when the guests are responsible for their own accommodation. Explain answer. (2)

3.4 When E-mailing or faxing a booking summary "confirmation" to a guest the system automatically makes a note in the guest arrival notes. Explain answer. (2)

3.5 Transfers and Reversals screen is used to move transactions between folios. Explain answer. (2)

3.6 Rack Rates and Special Rates are the same rate type. Explain answer. (2)

3.7 Changes to client detail screen can be made by going to client detail screen and just typing in the change. Explain answer. (2)

(2)

Question 4 (6)

Explain the difference between a Booking Record and a Registration Form?

Section 2- Practical Session (2 hours) Total: 60 marks

Question 1

(10)

Mr & Mrs Haufiku

8 Church Road

Helderberg

South Africa

7130

Tel: +27 021 852 8328

Fax: +27 021 852 8382

Cell: +27 082 398 9834

Email: david@gmail.com

You receive an email from Mr & Mrs Haufiku requesting accommodation for 5 nights, preferably a double bed and his friend Mr David. Book a double room for Mr. & Mrs Haufiku and single room for Mr David. Print the booking record. Arriving 14 April 2020.

Question 2

(5)

The next day you receive a deposit slip from Mr. & Mrs. Haufiku for half of the amount. Process the deposit payment and print the deposit receipt.

Question 3

(5)

Before arrival Mr. & Mrs Haufiku request a bottle of dry white wine to the value of R200.00, in the room, update your arrival notes and add the extras to their account, send them a Pro forma for the wine, and file the printout with their correspondence.

Question 4

(5)

Mr. Haufiku gives his credit card for payment for the above item: 5471 1789 1789 1234, exp. 0221. Process this transaction, and print the receipt.

Question 5**(10)**

Mr. Haufiku request that their accommodation charges to be separate from Mr. David's. Reverse the transaction and pay separately. Mr. David pays his cash.

Question 6**(10)**

Ombawe Tours & Safaris

Private Bag 15945

Somerset West

Sout Africa

7130

Tel: +27 021 825 7892

Fax: +27 021 825 9567

E-mail: ombawe@iafrica.co.na

Dear Reservations

Kindly provisionally book 5 rooms for the above group and submit a provisional confirmation. 10 people arriving today, for 2 nights.

Thank you for your cooperation.

Kind regards

..... Shiyandja

Question 7**(10)**

Check in the booking of the guest and get their payment. The agent sends you the deposit receipt as proof of payment for the full amount.

Question 8**(5)**

The group had drinks in the Bar to the value of N\$500.00 Process a cash sale transaction for the guests.