ПАMIBIA UПIVERSITY
OF SCIEПCE AПD TECHПOLOGY

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, Bachelor of Culinary Arts	
QUALIFICATION CODE: 07BHOM, 07 BCNA	LEVEL: 5
COURSE: Rooms Division Operations	COURSE CODE: RDN520S
DATE: January 2023	PAPER: THEORY
DURATION: 2 Hours	MARKS: 100

SUPPLEMENTARY/SECOND OPPORTUNITY QUESTION PAPER

EXAMINER: Ms. Hendriena Shiyandja

MODERATOR: Mr. Gerald Cloete

THIS QUESTION PAPER CONSISTS OF 3 PAGES
(INCLUDING THIS FRONT PAGE)

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

PERMISSIBLE MATERIALS

1. No additional materials required

Question 1 (5x2=10 marks)

Distinguish between Resort Hotels and Commercial Hotels?

Question 2 (10 marks)

Identify factors that influence traveler's buying decisions.

Question 3 (10 marks)

Describe the traditional Front Office functions.

Question 4 (4x5=20 marks)

How does a hotel's goals relate to its mission statement and to departmental and divisional goals and strategies? Give examples of goals, strategies and tactics involving the following areas in the front office.

- Registration
- Guest Cashiering
- Bell Stand
- Telecommunication

Question 5 (10 marks)

Briefly explain the following Room Type terms used in the Front Office department when reserving and allocating rooms.
- Single
- Double
- Triple
- Quad
- Twin
- Studio
- Suite
- Connecting rooms
- Adjoining rooms
- Adjacent rooms

Question 6 (07 marks)

Explain typical activities associated with the reservation process.

Question 7 (10 marks)

What role does a reservations manager or supervisor play in the sales department?

Question 8 (10 marks)

Reservations can be guaranteed using specific methods. Outline the method and the different ways.

Question 9 (2x5=10 marks)

What is the difference between a performance standard and a productivity standards?

Question 10 (03 marks)

A city ledger is a collection of related accounts that tracks money a hotel brings in that is not part of a transaction associated with a currently registerd guest. Mention typical City Ledger Accounts.

(Total marks 100)