



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**Faculty of Management Sciences**

Department of Hospitality and Tourism

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<b>QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT</b>	
<b>QUALIFICATION CODE:</b> 07BHMN	<b>LEVEL:</b> 7
<b>COURSE CODE:</b> BHI520S	<b>COURSE NAME:</b> Basic Hotel Information System
<b>SESSION:</b> November 2022	<b>PAPER:</b> Theory & Practical
<b>DURATION:</b> <del>3</del> 2 hours	<b>MARKS:</b> 100 (Theory 50 & Practical 50)

<b>FIRST OPPORTUNITY EXAMINATION PAPER</b>	
<b>EXAMINER(S)</b>	Ms U. Tjitunga
<b>MODERATOR:</b>	Mr G. Cloete

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Write clearly and neatly.</li><li>3. Number the answers clearly.</li><li>4. Print documentation where required by the examiner.</li><li>5. Answer Section A and hand in your Answer scripts.</li><li>6. Continue with Section B on the Computer System!</li><li>7. This paper consists of 4 pages</li></ol>



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<b>COURSE CODE:</b> BHI520S	<b>COURSE NAME:</b> Basic Hotel Information System
<b>SESSION:</b> November 2022	<b>PAPER:</b> Theory & Practical
<b>DURATION:</b> 1 hours	<b>MARKS:</b> 100 (Theory 50 & Practical 50)

<b>FIRST OPPORTUNITY EXAMINATION PAPER</b>	
<b>EXAMINER(S)</b>	Ms U. Tjitunga
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**SECTION 1 – THEORY SESSION**

**Question 1**

Explain what parts of a hotel does Innkeeper Administration manage? (8)

**Question 2**

List 6 booking status types and explain. (12)

**Question 3**

What is the difference between Debtor Refund and Cancellation Penalty? (4)

**Question 4**

Explain the advantages of a computerized reservation systems. ((5x2=10)

**Question 5**

Name two ways of changing the arrival date of an existing reservation? (2)

**Question 6**

Explain the difference between a Booking Record and Registration Form? (2)

**Question 7**

What is the difference between a Cancelled booking and a No-Show booking? (2)

**Question 8**

(True or False)

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

8.2 Tour Operator receives 10% commission for every booking made. (2)

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

8.4 Transfers and Reversals screen is used to move transactions between folios. (2)

8.5 Rack Rates and Special Rates are the same rate type. (2)

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## Section 2 – Practical Session

### Question 1 (10)

Mr. .... Walls  
8 Church Road  
Helderberg  
South Africa  
7130  
P O Box 700  
Helderbag  
Tel: +27 21 852 8328  
Fax: +27 21 852 8382  
Cell: +27 82 398 9834  
Email: [walls@gmail.com](mailto:walls@gmail.com)

You receive an email from Mr .....requesting accommodation for 5 nights, arriving 03 December 2022, preferably a double bed as he is with his wife. Make the booking and send the booking confirmation, requesting the deposit, and print the booking record.

### Question 2 (5)

The next day you received an amendment that the guest prefers to change it to today's date. You receive a deposit slip from Mr. .... for accommodation the full amount. Process the deposit payment and print the deposit receipt.

### Question 3 (2)

Before arrival Mr ..... 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.

### Question 4 (5)

Mr. .... gives his credit card for payment for the above item: 5471 1789 1789 1234, exp 0217. Process this transaction and print the receipt.

### Question 5 (3)

Send them a Pro forma Invoice for the wine and file the printout with their correspondence.

### Question 6 (5)

Mr. .... had drinks in the Bar to the value of N\$120.00 Process a cash sale transaction for the guests.

### Question 7 (5)

On arrival, print the registration form, check the booking in.

### Question 8 (4)

Mrs. .... extends their stay with one night and settles the account with payment method

cash for the extra night. Print the receipt.

**Question 9**

**(1)**

Mr. ....settles the account. Print the tax invoice. Check the guest out.

**Question 10**

**(10)**

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Dear Reservations,

Tour Group – African Youth in tourism

Kindly provisionally book 2 rooms for the above group and submit a provisional confirmation. Arriving 27 November 2022

Thank you for your cooperation.

Kind regards

..... Khumalo