



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF MANAGEMENT SCIENCES  
DEPARTMENT OF HOSPITALITY AND TOURISM**

<b>QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT</b>	
<b>QUALIFICATION CODE: 07BHMMN</b>	<b>LEVEL: 5</b>
<b>COURSE CODE: RDN520S</b>	<b>COURSE NAME: ROOMS DIVISION OPERATIONS</b>
<b>SESSION: JANUARY 2020</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SUPPLEMENTARY/SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>MS. H. N. SHIYANDJA</b>
<b>MODERATOR:</b>	<b>Mr. G. CLOETE</b>

<p style="text-align: center;"><b>INSTRUCTIONS</b></p> <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. Leave a line between answers.</li></ol>
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**PERMISSIBLE MATERIALS**

1. No additional material required

**THIS QUESTION PAPER CONSISTS OF 3 PAGE (Including this front page)**

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## QUESTIONS

**Question 1** (15)

Draw an Organizational Chart/Organogram of a Housekeeping department in a medium hotel and explain what its purpose is?

**Question 2** (3X3=09)

Differentiate between the types of Maintenance that can be performed and give a detailed description of what is included in each.

**Question 3** (5x2=10)

Distinguish between Residential Hotels and Resort Hotels?

**Question 4** (3x3=09)

When cleaning public areas special attention must be paid to the following areas, Entrances, lobbies and Front Desk. How would one clean these sections?

**Question 5** (10)

Most Housekeeping Departments are responsible for cleaning a number of areas in a Hotel. Identify these areas.

**Question 6** (3x5=15)

Identify & briefly explain the three-basic service-level categories

**Question 7** (10)

The best On-Premises Laundry is the one tailored to the needs of the hotel it serves. Every laundry uses a basic cycle of operation. List the steps of the typical wash cycle.

**Question 8** (06)

To be most effective, guestroom cleaning should follow a logical progression from actually entering the guestroom to the final check and departure. Identify these procedures.

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**Question 9**

**(3x2=6)**

Outline the three important functions of the check-out and account settlement process.

**Question 10**

**(10)**

Planning is probably the executive housekeeper's most important management function. Discuss why it is important for an executive housekeeper to take a systematic step-by-step approach to planning.

**TOTAL MARKS 100**