



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 07 BHMN	LEVEL: 5
COURSE CODE: RDN520S	COURSE NAME: ROOMS DIVISION OPERATIONS
SESSION: NOV 2019	PAPER: 2
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER

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MODERATOR: MR. G. CLOETE

INSTRUCTIONS

1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.
4. Leave a line between answers.

No Additional Material Required !

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including front page)

QUESTIONS

Question 1

(16)

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

Question 2

(08)

Explain the benefits of conducting physical inventories. How often should physical inventories be taken?

Question 3

(08)

Explain the difference between revenue and support centers and mention the departments linked to each category.

Question 4

(4 x 4 = 16)

Explain in detail activities involved in the four stages of the traditional guest cycle?

Question 5

(10)

The degree of scrutiny required during the front office audit process depends on the frequency of errors and the volume of transactions to be reviewed. Explain the front office audit procedures from an operational perspective. What are the basic responsibilities of the executive housekeeper in the budget process?

Question 6

(07)

Hotel Management have different objectives for the reservation process, reservation process should provide the highest occupancy and room revenue possible. Briefly explain the typical activities associated with the reservation process.

Question 7

(4x2=8)

There are several categories of room status which determine a room attendant's cleaning Order. Below are the most important ones, briefly explain each.

- ✓ *On-Change*
- ✓ *Skipper*
- ✓ *Sleep-Out*
- ✓ *Lock-Out*

Question 8

(10)

What should the Executive Housekeeper consider when choosing linen for the Hotel?

Question 9

(10)

What are the basic responsibilities of the executive housekeeper in the budget process?

Question 10

(07)

Briefly outline the seven steps of the registration process at the Front desk of as Hotel.

TOTAL MARKS 100