



**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: 07BHMN</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: RDO520S</b>	<b>COURSE NAME: ROOMS DIVISION OPERATIONS 2</b>
<b>SESSION: JANUARY 2019</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SUPPLEMENTARY / SECOND OPPORTUNITY EXAMINATION 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 PAGES (Excluding this front page)**

Question 1

(5x2=10)

Distinguish between Resort Hotels and Commercial Hotels?

(5 x 2=10)

Question 2

(10)

What are some basic issues surrounding the concept of service? How can a hotel help ensure consistency specialty with regards to an intangible product?

Question 3

(10)

Explain what world-class service is? What personnel are employed in a world-class hotel?

Question 4

(20)

How do 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)

Discuss how front office recordkeeping have evolved over the years.

Question 6

(07)

Hotel Managers have different objectives for the reservation process. They would like the reservation process to provide the highest occupancy and room revenue possible. What are the typical activities associated with the reservation process?

Question 7

(10)

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

Question 8

(10)

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

Question 9

(07)

Room rates may vary based on type of guest. If authorized, front office staff should know how and when to apply a special room rate during the registration process. Describe some examples of special room rates?

Question 10

(06)

It is usually counterproductive to ignore a guest complaint. Front desk agents are instructed to promptly refer complaints to supervisors or managers. Outline the general approaches to handling guest complaints?

TOTAL MARKS 100