



QUALIFICATION: Bachelor of Hospitality Management, Bachelor of Culinary Arts	
QUALIFICATION CODE: 07BHOM, 07 BCNA	LEVEL: 5
COURSE: Rooms Division Operations	COURSE CODE: RDN520S
DATE: November 2022	PAPER: THEORY
DURATION: 2 Hours	MARKS: 100

FIRST 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

(4x5 = 20 marks)

What do all Travel and Tourism Businesses have in common and how does the Hospitality Industry relate to the Travel and Tourism Industry? Complete in the following table to identify commonalities. (Draw table on your answering sheet please) Food and Beverage Operations Retail Stores Activities Services Beverage Operations

Lodging Industry	Transportation Services	Food and Beverage Operations	Retail Stores	Activities
1.				
2.				
3.				
4.				
5.				

Question 2

(08 marks)

What role does the organization chart play with regards to employee reporting and consulting relationships and why should it be flexible?

Question 3

(5x 4=20 marks)

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

Question 4

(07 marks)

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

Question 5

(07 marks)

Briefly outline the seven steps of the registration process?



Question 6

(4 x 3=12 marks)

Identify and explain the four major types of guest complaints

Question 7

(05 marks)

What are some general approaches to handling guest complaints?

Question 8

(10 marks)

Discuss the purpose of an accounting Hotel/Lodging Establishments and outline how transactions are recorded in an account?

Question 9

(03 marks)

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

Question 10

(08 marks)

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.