



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY AND TOURISM

QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 07BHOM, 07CNA	LEVEL: 7
COURSE CODE: RDN520S	COURSE NAME: ROOMS DIVISION OPERATIONS
SESSION: JAN 2025	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MS. H. SHIYANDJA
MODERATOR:	Mr. G. CLOETE

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Make sure your name and surname, question number and the date appear on the answer script.4. Please ensure that your writing is legible, neat and presentable.	

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

Question 1 (5 x 2 =10)

Distinguish between Commercial Hotels and Residential Hotels?

Question 2 (10 marks)

Briefly discuss the purpose of a hotel's mission statement and include the three groups of people whose interest should be addressed in a hotel mission statement.

Question 3 (5x2=10)

Explain the major types of reservations and include the responsibilities of the guest and the hotel in each case?

Question 4 (10 marks)

Briefly outline the advantages and limitations of preregistering guests at the Front Office.

Question 5 (4x3 = 12)

Identify and explain the four major types of guest complaints?

Question 6 (3x2= 6)

Explain the relationship between the housekeeping and maintenance departments and outline typical cleaning responsibilities of the housekeeping department.

Question 7 (10 marks)

During the check-out and account settlement process, there are departure procedures to be followed. Mention these procedures.

Question 8 (05 marks)

The main purpose of the front office audit is to verify the accuracy and completeness of guest and non-guest accounts against revenue center transaction reports. What are the functions concerned with the front office audit?

Question 9 (03 marks)

What are the three common methods of establishing room rates?

Question 10

(09 marks)

Special room rates are often quoted to groups and certain guests for promotional purposes, especially during low occupancy periods. Explain the following special room rates:

- ✓ Corporate or commercial rate
- ✓ Group rate
- ✓ Promotional rate
- ✓ Incentive rate
- ✓ Family rate
- ✓ Package plan rate
- ✓ Internet rate
- ✓ Distressed-inventory rate
- ✓ Complimentary rate

Question 11

(10)

The duties of the revenue manager make this position among the most important to the hotel's financial success. What skills, duties and personal qualities should the revenue manager have to make his business a success?

Question 12

(05 marks)

Briefly explain some of the benefits to the company identified by front office management pertaining to revenue management.