namibia university
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY & TOURISM

QUALIFICATION: BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 07BHOM	**LEVEL:** 7
COURSE CODE: BHI520S	**COURSE NAME**: Basic Hotel Information System
SESSION: NOV 2024	**PAPER:** Theory & Practical
DURATION: 3 hours	**MARKS:** 100 (Theory 50 & Practical 50)

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms. U Tjitunga
MODERATOR:	Mr. G Cloete

INSTRUCTIONS
1. Answer ALL the questions.
2. Read all the questions carefully before answering.
3. Number the answers clearly

THIS QUESTION PAPER CONSISTS OF _6_ PAGES (Including this front page)

Section 2 – Practical Session

Question 1 (10)

Mr. ………… Stones

8 Long street

Cape Town

South Africa

P O Box 700

Cape Town

Tel: +27 21 852 8328

Cell: +27 82 398 9834

Email: stones@gmail.com

You receive an email from Mr ………requesting accommodation for 1 night, arriving 03 December 2024, preferably a double bed as he is with his wife. Make the booking and send the booking confirmation, requesting the deposit, and print the booking record.

Question 2 (5)

The next day you received an amendment that the guest prefers to change it to today's date. You receive a deposit slip from Mr. Stones for accommodation the full amount. Process the deposit payment and print the deposit receipt.

Question 3 (2)

Before arrival Mr. Stones request a bottle of dry white wine to the value of N$100.00, in the room, update your arrival notes and add the extras to their account. Print

Question 4 (5)

Mr. Stones gives his credit card for payment of the above item: 5471 1789 1789 1234, exp 0225. Process this transaction and print the receipt.

Question 5 (3)

Send them a Pro forma Invoice for the wine and file the printout with their

correspondence.

Question 6 (5)

Mr. Stones had drinks in the Bar at the value of N$90.00 Process a cash sale transaction for the guests.

Question 7 (5)

On arrival, print the registration form, check the booking in.

Question 8 (4)

Mr. Stones extends their stay with one night and settles the account with payment method cash for the extra night. Print the receipt.

Question 9 (1)

Mr. ………settles the account. Print the tax invoice. Check the guest out.

Question 10 10)

African Extravaganza

Private Bag 15945

Cape Town

South Africa

Tel: +27 021 825 7892

E-mail: extravaganza@iafrica.co.za

www.extravaganza.com

Dear Reservations,

Kindly provisionally book 2 rooms for the above group and submit provisional confirmation. Arriving 27 November 2024. Thank you for your cooperation.

Kind regards

……. Roberts

SECTION 1 – THEORY SESSION

Question 1

Explain what parts of a hotel does Innkeeper Administration manage? (8)

Question 2

List and explain 8 booking status types on Innkeeper. (8x2=16)

Question 3

Explain the advantages of an online reservation system. (5x2=10)

Question 4

Outline the difference between a proforma invoice and a cash sale? (4)

Question 5

Briefly outline the difference between a Booking Record and Registration Form? (2)

Question 6

Briefly explain the difference between a Cancelled booking and a No-Show booking? (2)

Question 7

(True or False)

7.1 Cancelled booking is when a guest failed to arrive without notifying the Hotel. (2)

7.2 Tour Operator receives 10% commission for every booking made. (2)

7.3 Group Master folio is used for a group booking when the guests are responsible for their own accommodation. (2)

7.4 Rack Rates and Special Rates are the same rate type. (2)

===