ΠΑΜΙΒΙΑ UΠIVERSITY
OF SCIEΠCE AΠD TECHΠOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY AND TOURISM

QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT, BACHELOR OF CULINARY ARTS	
QUALIFICATION CODE: 07BHMN, 07BCNA	LEVEL: 7
COURSE CODE: RDN520S	COURSE NAME: ROOMS DIVISON OPERATIONS
SESSION: NOVEMBER 2023	PAPER: THEORY
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MS. H. N. SHIYANDJA
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.

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

Question 1   (4x 5=20)

List the common characteristics of the below operations:

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

Question 2   (08 marks)

How does an organization chart show employee reporting and lines of authority and why should it be flexible?

Question 3   (5 x 4 =20)

Explain in detail activities involved in the four stages of the traditional guest cycle (Hotel /Lodges)?

Question 4   (14 marks)

4.1 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. (7)

4.2 Briefly outline the seven steps of the registration process. (7)

Question 5   (7x3=12)

Identify and explain the four major types of guest complaints?

Question 6   (05 marks)

List the general areas that should be considered for inclusion in a property's security. program.

Question 7   (10 marks)

Discuss the purpose of an Hotel account and outline how transactions are recorded in an account?

Question 8 (03 marks)

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

Question 9 (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.

TOTAL = 100