



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF HOSPITALITY AND TOURISM**

<b>QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT, CULINARY ARTS</b>	
<b>QUALIFICATION CODE: 07BHMN, 07BCNA</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: RDP520S</b>	<b>COURSE NAME: ROOMS DIVISION OPERATIONS</b>
<b>SESSION: JANUARY 2024</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SUPPLEMENTARY / SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>MS. H. N. SHIYANDJA</b>
<b>MODERATOR:</b>	<b>MR. G. CLOETE</b>

<b>INSTRUCTIONS</b>
<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>

**THIS QUESTION PAPER CONSISTS OF 3 PAGES (Excluding 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)**

**When it comes to check-out and account settlement, there are departure procedures to follow. 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.

**TOTAL = 100**