



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Management Sciences

Department of Hospitality and Tourism

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QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT	
QUALIFICATION CODE: 07BHMN	LEVEL: 7
COURSE CODE: BHI520S	COURSE NAME: Basic Hotel Information System
SESSION: JAN 2024	PAPER: Theory & Practical
DURATION: 3 hours	MARKS: 100 (Theory 40 & Practical 60)

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

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.4. Print documentation where required by the examiner.5. Answer Section A and hand in your Answer scripts.6. Continue with Section B on the Computer System!7. This paper consists of 4 pages

Section 1: Theory

Question 1 (6)

Discuss briefly the factors that need to be considered before purchasing a Hotel Information System.

Question 2 (12)

Describe what Innkeeper administration manages.

Question 3 (4x2=8)

Name and describe four different types of rates available in the Innkeeper property management system.

Question 4 (2)

Outline two ways of changing the arrival date of an existing Reservation.

Question 5 (2)

Identify two options of checking in the guest.

Question 6 (6)

Explain the difference between a Booking Record and a Registration Form?

Question 7 (2x2=4)

What is the difference between a waiting list and fully booked in accommodation?

Section 2: Practical

Question 1

(10)

Dr Mosweu

Box 36

Swakopmund

12 Rock Crescent Road

Namibia

Tel: +264 64 347 885

Cell: +264 811 248 465

Email: mosweu@yahoo.com

Create a client profile and print.

Question 2

(10)

You receive an email from Dr Mosweu requesting accommodation for 2 people for 2 nights, arriving on the 10th of January 2024. He requests that you book a double room under his name. One guest does not eat pork. Print.

Question 3

(4)

Dr Mosweu calls and informs you that he has changed his plans due to work related issues and is able to stay with you for 1 night only. He arrives tonight. Change the reservation accordingly and print the booking confirmation details.

Question 4

(5)

The guest forwards you his credit card details for a full payment of his booking.

Ensure the transaction is done and print. Credit card number 5555 6757 3487 9000

exp 05/2025

Question 5

(5)

Send them a Pro forma for a dry white wine, and file the printout.

Question 6

(5)

Dr Mosweu had drinks to the value of N\$100.00. Process a cash sale transaction for the guest. Received cash for the amount owed.

Question 7 (5)

On arrival print the registration form inclusive of rates, check the guests in and print record.

Question 8 (4)

Dr Mosweu extends their stay with one night, and settle the account with his credit card 5768 2334 4758 4975/1026.

Question 9 (2)

Check out the guests and print tax invoice.

Question 10 (10)

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Dear Reservations

Kindly book 3 rooms provisionally for the Tour group-Super Rugby and submit a confirmation. Arriving 24 December 2015.

Thank you.

Kind regards

..... Moonlight