



**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	MODE: FM
COURSE CODE: BHI520S	COURSE NAME: Basic Hotel Information System
SESSION: DEC 2025	PAPER: Theory & Practical
DURATION: 3 HOURS	MARKS: 100 (Theory 50 & Practical 50)

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER:	Ms. U. Tjitunga
MODERATOR:	Mr. G. Cloete

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions and start each question on a new page.2. Read all questions carefully before answering.3. Number answers according to the numbering structure provided in the question paper.	

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

SECTION 1 – THEORY SESSION

Question 1 (6)

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

Question 2 (12)

Explain the following terms:

- 2.1 Creditor (2)
- 2.2 Travel Agent (2)
- 2.3 Cash-sale invoice (2)
- 2.4 Pro forma invoice (2)
- 2.5 Tour operator (2)
- 2.6 Cancellation Penalty (2)

Question 3 (4x2=8)

Name and describe four different types of rates available in the software.

Question 4 (2)

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

Question 5 (2)

Briefly explain two options of checking in the guest.

Question 6 (6)

Outline the difference between a Cancelled booking and a No Show booking?

Question 7 (4)

Briefly compare the difference between a Deposit and a Debtors Payment?

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SECTION 2 – PRACTICAL SESSION

Question 1: (10)

You receive an email from **Springbok Atlas** requesting a room for their clients: create a profile and save PDF.

Tour Operator Details:

- Company: Springbok Atlas
- Address: P/Bag 50, Ausspanplatz, Windhoek
- Phone: 061 252635
- Email: springbok@gmail.com

Question 2: (10)

Make a reservation for **Mr. & Mrs. Schneider** under Springbok Atlas. Save booking record (PDF).

Booking Details:

- Arrival: 17 March 2026
- Departure: 18 March 2026
- Room Type: Standard Double Room
- Special Discount: 25% (Tour Operator Rate)
- Special Request: prefer a room overlooking the waterhole (update arrival notes)

Question 3 (10)

The tour operator send you a deposit slip of a 50% payment on the accommodation booking. Generate and save a receipt PDF.

Question 4 (5)

Guest ordered 2 bottles of JC le Roux LeDomain (white - 187ml). add the extra to their room reservation. Save booking record (PDF).

Question 5 (10)

Mr. Schneider pays their extras with a credit card: 19810920235. Save receipt (PDF)

Question 6 (5)

Check in the booking and print registration form.