



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

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

**DEPARTMENT OF HOSPITALITY AND TOURISM**

<b>QUALIFICATION: BACHELOR OF HOSPITALITY MANAGEMENT</b>	
<b>QUALIFICATION CODE:</b> 07BHOM	<b>MODE:</b> FM
<b>COURSE CODE:</b> BHI520S	<b>COURSE NAME:</b> Basic Hotel Information System
<b>SESSION:</b> OCT 2025	<b>PAPER:</b> Theory & Practical
<b>DURATION:</b> 3 HOURS	<b>MARKS:</b> 100 (Theory 50 & Practical 50)

<b>1<sup>ST</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER:</b>	Ms. U. Tjitunga
<b>MODERATOR:</b>	Mr. G. Cloete

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

**THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including this front page)**

## SECTION 1 – THEORY SESSION

### Question 1

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

### Question 2

List 6 booking status types and explain. (12)

### Question 3

What is the difference between Debtor Refund and Cancellation Penalty? (4)

### Question 4

Explain the advantages of computerized reservation systems. (5x2=10)

### Question 5

Name two ways of changing the arrival date of an existing reservation? (2)

### Question 6

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

### Question 7

What is the difference between a Cancelled booking and a No-Show booking? (2)

### Question 8

(True or False)

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

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

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

8.4 Transfers and Reversals screen is used to move transactions between folios. (2)

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

## **SECTION 2 – PRACTICAL SESSION**

### **Question 1**

**(10)**

A new client, Ms. .... Mwangi, contacts the hotel directly to book two single rooms for herself and her colleague Mr. .... Kaura. Both rooms will be managed under her name (FIT booking). Create a new client profile and save it (PDF).

Guest Details:

- Name: Ms. ....Mwangi
- Phone: +264 81 234 5678
- P O Box 800 Nairobi
- Email: .....mwangi@gmail.com
- Nationality: Kenyan

### **Question 2**

**(10)**

Book 2 single rooms under her name and assign the guests. Save booking record (PDF).

Booking Details:

- Arrival: 17 October 2025
- Departure: 18 October 2025
- Room Requirement: 2 Single Rooms (under one reservation)
- Update your roomlist: Ms Jacobs in first room and her friend

### **Question 3**

**(5)**

Add 2x Omelette Mushroom & Cheese as extras to the booking. Save booking record (PDF).

### **Question 4**

**(5)**

The guest send you her credit card details for a full payment on the booking. Credit card No: 5555 0000 6000.

### **Question 5**

**(5)**

Generate a Cash sale invoice for Laundry services for Ms. Mwangi as she does not want it to be added to her room reservation. She pays it cash.

**Questions 6****(10)**

Ms Mwangi 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 and will arrive a day late. Change the reservation accordingly and Save the booking record (PDF).

**Question 7****(5)**

Print the registration form for Ms Mwangi booking and file it.