



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

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

**DEPARTMENT OF HOSPITALITY AND TOURISM**

<b>QUALIFICATION : BACHELOR OF HOSPITALITY MANAGEMENT/BACHELOR OF CULINARY ARTS</b>	
<b>QUALIFICATION CODE: 07BHOM, 07CNA</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: RDN520S</b>	<b>COURSE NAME: ROOMS DIVISION OPERATIONS</b>
<b>SESSION: NOV 2025</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	MS. H. SHIYANDJA
<b>MODERATOR:</b>	Mr. G. CLOETE

<p style="text-align: center;"><b>INSTRUCTIONS</b></p> <ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all the questions carefully before answering.</li><li>3. Make sure your name and surname, question number and the date appear on the answer script.</li><li>4. Please ensure that your writing is legible, neat and presentable.</li></ol>
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**THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)**

**Question 1****(4x5 = 20 marks)**

Hotels accommodate different categories of guests, each with unique needs and expectations. Discuss the following four categories of guests and explain how hotels can meet their specific requirements:

1. Business Guests
2. Pleasure/Leisure Guests
3. Group Guests
4. International Guests

**Question 2****(08 marks)**

What role does the organizational chart play in defining employee reporting and consulting relationships, and why is it important for the chart to remain flexible?

**Question 3****(5x 4=20 marks)**

Explain in detail activities involved in the four stages of the traditional guest cycle?

**Question 4****(07 marks)**

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.

**Question 5****(07 marks)**

Briefly outline the seven steps of the registration process.

**Question 6****(4 x 3=12 marks)**

Identify and explain the four major types of guest complaints.

**Question 7****(05 marks)**

Explain the following Room Status Categories:

1. Complementary
2. On Change
3. Skipper
4. Sleeper
5. Due Out

**Question 8****(10 marks)**

Discuss the purpose of a Hotels/Lodging Establishments Accounting System and outline how transactions are recorded.

**Question 9****(03 marks)**

Outline the three important functions of the check-out and account settlement process, and Why is it important for this process to run smoothly.

**Question 10****(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.