



## SCHOOL OF HOSPITALITY

### FINAL EXAMINATION

Student ID (In figures) : 

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Student Name (In words) : \_\_\_\_\_  
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Course Code & Name : **HOS2013 Rooms Division Management**  
 Trimester & Year : January – April 2018  
 Lecturer/Examiner : Mr. Gurcharan Singh  
 Duration : 3 Hours

#### INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
  - PART A (50 marks) : FIVE (5) Short Answer / Calculations Type of Questions. Write your answer(s) in the answer booklet provided.
  - PART B (30 marks) : TWO (2) Case Study Calculations Type of Questions. Write your answer(s) in the answer booklet provided.
  - PART C (20 marks) : ONE (1) Essay Calculations Type of Question. Write your answer(s) in the answer booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. ONLY Ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College

**Total Number of pages = 6 (Including the cover page)**

**PART A : SHORT ANSWER / CALCULATION TYPE OF QUESTIONS (50 MARKS)**

**INSTRUCTION(S) : FIVE (5) questions based on the given scenarios. Write your answer(s) in the answer booklet provided.**

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1. When you **Walk** a guest to achieve a 100% occupancy through **over-booking** it can be an extremely stressful time for the guest and the hotel.

a) Define the term Walking a guest?

(1 mark)

b) List down and describe the **THREE (3)** levels to determine when to Book Out a guest?

(9 Marks)

2. As the executive housekeeper of the Royal hotel in Kuala Lumpur, you have taken the monthly inventory for sheets and determined that the total number on hand is 5715 sheets.

The Royal has 400 rooms with two queen size beds. Each bed is set with two sheets.

The pre-established for par for sheets is 4.

The opening inventory on May 1 was 5500. The hotel purchased 40 dozen sheets on May 18.

Twenty eight damaged sheets were discarded during the month.

There are 12 dozen sheets pending delivery.

a) Based on the opening inventory of 5500 sheets and the following figures above, work out the calculation to accurately determine the amount of shrinkage for the month.

(6 Marks)

b) **Explain** the two conditions that causes cotton bed sheets to shrink?

(4 Marks)

3. Define the following terms and provide relevant examples to support your answer.

- (a) ADR
- (b) RevPAR
- (c) PMS
- (d) UPSELL
- (e) OTA

(10 Marks)

4. List down and describe **FOUR (4)** categories of complaints and provide relevant examples to support your answers.

(10 Marks)

5. There are times when things do not go well for a hotel guest until they are compelled to complain. With the right approach and understanding, you can regain customer satisfaction and loyalty and make your organization even stronger.

By using your own experiences, list down and describe **the FIVE (5)** steps in handling customer complaints?

(10 Marks)

**PART B : CASE STUDY CALCULATIONS TYPE OF QUESTIONS (30 MARKS)**

**INSTRUCTION(S) :TWO (2) Case Study Calculations Type of Questions. Write your answer(s) in the answer booklet provided.**

1. You have been appointed as an assistant to the executive housekeeper of a new property in Kuala Lumpur. You have been instructed to present the **initial opening inventory** for bed linen (sheet and pillowcase). Below are the details regarding the sheets structure of the property

30 suites with one king and one double size couch

250 rooms with two queen size beds each

200 twin bedded rooms

Each bed is made up using two sheets. Two large pillows will be placed on each king size bed, one large pillow on each twin bed and couch, and two standard size pillow on each queen size bed. The par for all item is 2.

**Sheets**

Room Type	No of bed	X 2 sheets	Total	X par	Total sheet
Suites	?	2	?	2	120 king size
Queen	?	2	?	2	?
Twin	?	2	?	2	?

**Pillow Case**

Type	Amount	Total	Par	Total pillowcases
Large pillow (King)	?	?	2	?
Large pillow (Twin)	?	?	2	400
Large pillow (Couch)	?	?	2	?
Total large pillow case			?	
Standard pillow	?	?	2	1000
Total standard pillow			?	

(20 Marks)

2. Love Hotel has 204 rooms: 45 are triple, 60 are double and the remaining is single. On the night of April 17th, 2015 the night auditor counted 195 rooms occupied, 43 are triple, 58 are double, and the remaining are single. Moreover, the housekeeping department communicated only 7 rooms (5 single, 1 double, 1 triple) out of order for the night of April 17th, 2015.

(a) Please calculate Love Hotel's Occupancy Percentage for the night of April 17<sup>th</sup>, 2015?

(1 mark)

(b) Please calculate Love Hotel's Single, Double, and Triple Occupancy rates for the night of April 17<sup>th</sup>, 2015?

(9 marks)

**PART C** : **CASE STUDY TYPE OF QUESTION (20 MARKS)**

**INSTRUCTION(S)** : **ONE (1)** Essay Type of Question. Write your answer(s) in the answer booklet provided.

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Today, operating a successful hotel can be a challenge. Management and staff need to be in sync when it comes to daily operations, cost controls, and customer service. It's important to balance and control costs, while working to increase revenues to remain profitable.

Increasing the bottom line requires work. The success of your team's efforts should be a measurable rise in occupancy rates, ADR and RevPAR. Your efforts need to target and attract single travelers, business travelers and increase group hotel bookings. As a Room Division Manager describe **FIVE (5)** ideas can help you to increase sales and control costs.

(20 Marks)

**END OF EXAM PAPER**