

**FACULTY OF HOSPITALITY AND TOURISM****SCHOOL OF HOSPITALITY****FINAL EXAMINATION**Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_

Course Code & Name : **HOS2013 Rooms Division Management**  
Trimester & Year : September – December 2018  
Lecturer/Examiner : Ho Lai Peng  
Duration : 3 Hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (70 marks) : SIX (6) short answer / calculation type of questions. Write your answer(s) in the spaces provided.  
PART B (30 marks) : ONE (1) scenario question. Write your answer(s) in the spaces 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.

**PART A : SHORT ANSWER / CALCULATION TYPE OF QUESTIONS (70 MARKS)**

**INSTRUCTION(S) : Answer ALL questions in the spaces provided.**

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1. Calculate the Rooms Statistics below.

(6 marks)

<b>AUGUST 12, 2017</b>						
<b>HOTEL</b>	<b>TOTAL ROOM</b>	<b>ROOM SOLD</b>	<b>ROOMS OCC (%)</b>	<b>ADR (RM)</b>	<b>TOTAL REV (RM)</b>	<b>REVPAR</b>
<b>Mandarin</b>	481	125		346.16	43270	
<b>Traders</b>	531	200		329.30	56370	
<b>Plaza</b>	520	230		245.09	56370	

2. Forecasting rooms revenue is based on the revenue projections on past room sales and average room rates (ARR). Below are the statistic reviews of 120 bedroom Riverview Hotel. Calculate the forecasts for 2014/2015.

<b>Year</b>	<b>Rooms Sold</b>	<b>ARR \$</b>	<b>Net Rooms Revenue \$</b>	<b>Occupancy %</b>
2011	30,660	50	1,533,000	70%
2012	31,974	52	1,662,648	73%
2013	32,412	54	1,750,248	74%
2014	32,850	57	1,872,450	75%
2015		60		

(3 marks)

Year	Payroll & Related Expenses	Laundry Linen & Guest Supplies	Commissions & Reservation Expenses	Other Expenses
2011	16.5%	2.6%	2.3%	4.2%
2012	16.9%	2.8%	2.5%	4.5%
2013	17.2%	3.0%	2.6%	4.5%
2014	17.4%	3.1%	2.7%	4.6%
2015				

(4 marks)

- a) Calculate the Forecasted Rooms Revenue. You are required to comment on the amount forecasted. (5 marks)

- b) Calculate and comment the expenses below by using the Forecasted Rooms Revenue you calculated in part (a).

- i) Payroll & Related Expenses (3 marks)
- ii) Laundry Linen & Guest Supplies (3 marks)
- iii) Commissions & Reservation Expenses (3 marks)
- iv) Other Expenses (3 marks)

3. Select and briefly explain any **FIVE (5)** daily occupancy data that should be collected to facilitate forecasting. (10 marks)

4. List any **TEN (10)** safety tips for Housekeeping staff to follow. (10 marks)

5. Service Recovery Program focusses on H.E.A.R.T. to handle guest complaints. Briefly describe the **FIVE (5)** elements involved in H.E.A.R.T. (10 marks)

6. You are the newly appointed Executive Housekeeper of Park Lane Hotel – a 5 star business class hotel located in the city center. It is scheduled for opening on 12 June 2019. The owners plan to operate it as a 'green hotel'. You are required to purchase many chemicals to be used by Housekeeping staff. Identify any **TWO (2)** actions that you can take to make the purchasing process more 'green'. (10 marks)

**PART B : SCENARIO QUESTIONS****(30 MARKS)****INSTRUCTION(S)** : Answer **ALL** questions in the spaces provided.**SCENARIO:** Overbooking at Sheridan Hotel Kuala Lumpur today**Situation:**

- You are the Front Office Manager of 200 rooms 5 star Sheridan Hotel Kuala Lumpur.
- It is high season due to national school holidays and there is currently an international conference 'Save The World' being held at KLCC. All of the city's hotels are nearly full.
- You found out that 10 rooms are overbooked and 2 no-shows are expected today.
- You noticed that you still have 1 room Out of Service (due to air conditioner blowing warm air).
- Your non-guaranteed reservations policy is '18:00 release' on the date of arrival.

**Table 1: Guest Arrivals - Sheridan Hotel Kuala Lumpur**

Res No	Guest Name	No. Rms.	Rate Code	No. nights	Arrival time	Comments
1	Happy Travel	6	Group	4	TBA	At a 4 days conference in hotel
2	Mr Chung	1	Comp. FOC	2	19.00	1st stay, GM of affiliate hotel
3	Ms Farisha	1	Rack	3	17.00	6th stay
4	Mr Watson	1	Corp	1	8.00	CEO of Western Bank, UK
5	Mr Harris	1	Rack	5	17.30	Unguaranteed , Canadian Olympic Committee
6	M/M Williams	1	Rack	1	23.00	Honeymoon, unguaranteed
7	Mrs Kumaran	1	Rack	1	12.00	1st stay, booked yesterday
8	M/M Wilson	1	Rack	2	13.00	Competition winner
9	Mr Richards	1	Corp	3	6.00	Regular guest
10	Ms Smith	1	Discount	2	20:00	Reporter, CNN
11	Mr Gabrielli	1	Corp	1	13.00	1st stay, booked yesterday
12	Mrs Chan	1	Discount	1	20.00	1st stay , booked this morning
13	Miss Sherlock	1	Discount	2	20.00	Returning guest, serious complaint last stay
14	Ms Farisha	1	Rack	3	17.00	6th stay
15	Mr Ichiban	1	Corp	5	19.00	1st stay, booked this afternoon
16	Mr Swan	1	Corp	2	18.30	15th stay
17	Mr Lee	1	Discount	1	10.00	Singapore Airline staff

1. Referring to Table 1 above, you are required to do your 'Book Out' exercise by using Table 2 below. You need to state number of rooms/list of guests you plan to 'Book Out' and the reason for doing so. (20 marks)

**Table 2: 'Book Out' exercise**

Number of rooms/List of guests to 'Book Out' (1 mark)	Reasons (1 mark)
<i>Example:</i> <i>1 room – Mr Tan</i>	<i>Oppo staff</i>
<b>NOTE: TOTAL NUMBER ROOMS TO 'BOOK OUT' = 10</b>	

2. Referring to your answer for Question 1, choose **ONE (1)** of the guests you booked out and state the procedures for dealing with him/her upon his/her arrival at Sheridan Hotel Kuala Lumpur. (10 marks)

**END OF EXAM PAPER**