

**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**
Semester & Year : January – April 2022
Lecturer/Examiner : Siti Fariza Muhamad Amin
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:**
PART A (70 marks) : SIX (6) short answer questions. Write your answer(s) in the answer booklet provided.
PART B (30 marks) : ONE (1) scenario question. Write your answer(s) in the answer booklet provided.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 QUESTIONS**(70 MARKS)****INSTRUCTION(S) : Answer ALL questions in the spaces provided.**

1. Texas Hotel has 120 rooms - 53 of them are single and 67 are double. On the night of 19 August 2020, Texas Hotel's Night Auditor counted a total of 85 rooms occupied - 42 rooms were occupied by more than one guest. On the same night, 127 guests were registered and 2 rooms were on complimentary basis. From the Housekeeping Room Status Report (for the night of 19 August 2020), there were a total of 4 rooms Out of Order, 3 of which were single. The room revenue for the same night was RM6,960.

You are required to calculate:

- a) Occupancy for 19 August 2020. (2 marks)
- b) Average Guest Per Room Sold (2 marks)
- c) Average Daily Rate (2 marks)
- d) Average Rate Per Guest (RevPAC) (2 marks)
- e) RevPAR (2 marks)

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 115 bedroom Equatorial Hotel. Calculate the forecasts for 2020.

Year	Rooms Sold	ARR \$	Net Rooms Revenue \$	Occupancy %
2016	30,660	50	1,533,000	70%
2017	31,974	52	1,662,648	73%
2018	32,412	54	1,750,248	74%
2019	32,850	57	1,872,450	75%
2020				

(4 marks)

Year	Payroll & Related Expenses	Laundry Linen & Guest Supplies	Commissions & Reservation Expenses	Other Expenses
2016	16.5%	2.6%	2.3%	4.2%
2017	16.9%	2.8%	2.5%	4.5%
2018	17.2%	3.0%	2.6%	4.5%
2019	17.4%	3.1%	2.7%	4.6%
2020	17.6%	3.2%	2.8%	4.7%

Calculate and comment on the expenses below by using the figures in the 2 tables above.

- a) Payroll & Related Expenses (4 marks)
 - b) Laundry Linen & Guest Supplies (4 marks)
 - c) Commissions & Reservation Expenses (4 marks)
 - d) Other Expenses (4 marks)
3. Select and briefly explain any **FIVE (5)** daily occupancy data that should be collected to facilitate forecasting. (10 marks)
 4. Describe any **FIVE (5)** safety tips that Housekeeping staff can follow to avoid being injured at work. (10 marks)
 5. Front office staffs have to handle guest complaints regularly. Thus it is important for them to be familiarized with H.E.A.R.T. Review the **FIVE (5)** elements involved in H.E.A.R.T. (10 marks)
 6. You are the newly appointed Executive Housekeeper of Venetia Hotel – a 5 star business class hotel located in the city center. It is scheduled for opening on 28 August 2021. The owners plan to operate it as a ‘green hotel’.
Identify any **TWO (2)** actions that you can take to ensure that Housekeeping is operated as a ‘green department’. (10 marks)

**PART B : SCENARIO QUESTION
MARKS)**

(30

INSTRUCTION(S) : Answer the question in the spaces provided.

Ritz Hotel is a 5 star luxurious resort located in Langkawi Island. The resort has 110 villas, 4 Food & Beverage outlets and a swimming pool.

Mr Nick Tan, Director of Rooms has received numerous guest complaints about overbooking recently – e.g. Miss Susan Brosnan who is a regular guest, complained that she was booked out last week by Angeline, a new Receptionist. Angeline just told her that she has been ‘bump out’ – without providing her with any further explanation. She had to wait 30 minutes for the hotel shuttle van to send her to another resort that was located 25 minutes drive away from Ritz Hotel. She wrote about the unpleasant experience in TripAdvisor and mentioned that she will never stay at Ritz Hotel again.

He is very concerned about this issue of overbooking. He has asked you, the Front Office Manager to determine the Standard Operating Procedures for overbooking. (30 marks)

END OF EXAM PAPER