



**FACULTY OF HOSPITALITY AND TOURISM**

**SCHOOL OF HOSPITALITY**

**FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

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Course Code & Name : **HOS2013 Rooms Division Management**  
Semester & Year : January – April 2024  
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 / 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.**
- 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.

**Total Number of pages = 4 (Including the cover page)**

**PART A****: SHORT ANSWER QUESTIONS****(70 MARKS)****INSTRUCTION(S)****: Answer ALL questions in the spaces provided.**

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1. Define the following revenue management terms:

(10 marks)

- a) A moment of truth
- b) Empowerment
- c) Internal recruiting
- d) RevPac
- e) Yield management

2. Ansa Hotel has 120 rooms - 53 of them are single and 67 are double. On the night of 19<sup>th</sup> September 2023, Ansa 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<sup>th</sup> September 2023), 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:

(10 marks)

- a) Occupancy for 9<sup>th</sup> September 2023
- b) Average Guest Per Room Sold
- c) Average Daily Rate
- d) Average Rate Per Guest (RevPAC)
- e) RevPAR

3. Red Tune Hotel has 204 rooms: 45 are triple, 60 are double and the remaining is single. On the night of 17<sup>th</sup> October 2023, the night auditor counted 195 rooms occupied, 43 are triple, 58 are double and the remaining is single. Moreover, the housekeeping department communicated only 3 rooms (all single) out of order for the night of 17<sup>th</sup> October 2023.

(10 marks)

- a) What is Red Tune Hotel's Occupancy Rate for the night of October 17<sup>th</sup>, 2023?
  
- b) What is Red Tune Hotel's single, double and triple occupancy rates for the night of October 17<sup>th</sup>, 2023?

4. Job analysis is a process to identify and determine in detail the job duties and requirements and the relative importance of these duties for a given job.
- a) List out the steps involves in job analysis process. (4 marks)
- b) Describe the **SIX (6)** advantages of job analysis. (6 marks)
5. New trends are emerging, especially when it comes to traveler behaviour, motivations and booking trends. Discuss in detail the **TEN (10)** “smart room” application. (20 marks)
6. The night audit is the control process whereby the financial activity of guests’ accounts is maintained and balanced. The preparation of the night audit will give good insight into the details of where the numbers come from.
- a) Determine the **SIX (6)** basic steps involved in preparing night audit report. (6 marks)
- b) Briefly explain the purpose of internal control and list the activities involved in the internal control process in the rooms division. (4 marks)

**PART B****: SCENARIO QUESTION****(30 MARKS)****INSTRUCTION(S)**: Answer the question in the spaces provided.

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Serenity Resort is a well-established luxury resort nestled in the lush rainforests of Malaysia. The ownership and management are committed to environmental sustainability and have hired Alex Turner as the Rooms Division Director to establish and oversee the department while ensuring compliance with green lodging practices in line with Malaysia's growing commitment to sustainability.

Alex Turner has just been hired and is excited about the opportunity to create a green-focused rooms division at Pineview Inn. The owner and management have emphasized the importance of adhering to green lodging practices and obtaining relevant certifications.

- a) Identify the **FIVE (5) challenges** faced Harith Alexander of adhering to green lodging practices and obtaining relevant certifications.

(5 marks)

- b) Explain in further details the **FIVE (5) important tasks** should be carried out by Harith Alexander that see this as an opportunity to attract environmentally conscious travelers and contribute to the conservation of Malaysia's unique natural environment.

(10 marks)

- c) How will Harith Alexander educate and engage guests about green lodging and sustainability? Find the best **FIVE (5)** practical ways to proceed with.

(10 marks)

- d) What types of **eco-friendly amenities** that Harith Alexander should plan to offer the hotel guest?

(5 marks)

**END OF EXAM PAPER**