



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BHM 2309 Rooms Division Management**

Semester & Year : January - April 2016

Lecturer/Examiner : Mr. Josh Sim

Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
 - PART A (40 marks) : ONE (1) definitional and TWO (2) short answer questions. Answers are to be written on the space provided in question sheet.
 - PART B (40 marks) : TWO (2) calculation and TWO (2) short answer questions. Answers are to be written in the space provided in the question sheet.
 - PART C (20 marks) : ONE (1) numerical forecasting and ONE (1) short answer questions. Answers are to be written in the table provided in the question sheet.
2. Candidates are not allowed to bring any unauthorised 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 of Hospitality 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 of Hospitality.

Total Number of pages = 11 (Including the cover page)

PART A : DEFINITIONAL AND SHORT ANSWER QUESTIONS (40 MARKS)

INSTRUCTION(S) : ONE (1) definitional and TWO (2) short answer questions. Answers are to be written on the space provided in question sheet.

1. Describe each of the following terms and provide an example of each :

(5 marks)

a. Indirect Distribution Channel

(5 marks)

b. Global Distribution System

(20 marks)

2. Explain **FIVE (5) distribution intermediaries** and **provide TWO (2) examples** for each intermediary.

(10 marks)

- 3. Describe **TWO (2) HIGH DEMAND** Revenue Management tactics that are applied in the Rooms Division section of the hotels.

END OF PART A

PART B : MANAGING HOUSEKEEPING BUDGET (40 MARKS)

INSTRUCTION(S) : TWO (2) calculation and TWO (2) short answer questions. Answers are to be written in the space provided in the question sheet.

Seri Anjung Koh Samui

Located on gloriously tranquil Lamai Beach, Seri Anjung calls the shots when it comes to truly getting away from the crowds. There are 80 Premier Sea View and 120 Superior Garden View rooms which offer the place for a perfect vacation along with serious, no frills spared, five-star indulgence. With an award-winning restaurant and spa along with 24-hour room service and simply great sports and recreational facilities, this 200-room resort's configuration breakdown is as follows:

- ✓ 180 king-sized bed rooms
- ✓ 20 twin-bedded rooms

With the linen distribution per rooms:

- 2 bedsheets per bed
- 1 duvet per bed
- 4 pillows on king beds
- 2 pillows on twin beds
- 4 bath towels in Premier Sea View rooms
- 2 bath towels in Superior Garden View rooms
- 2 hand towels in each room
- 4 face towel in each room

Seri Anjung Koh Samui is a medium-sized hotel that always has almost full occupancy during peak seasons. Their pre-establish par is for the linen is 4.

(15 marks)

1. Calculate the needs of linen for Seri Anjung Koh Samui.
 - a) Duvet

ANSWER: _____

b) Bed sheets for king and twin-bedded

ANSWER: _____

c) Pillow

ANSWER: _____

d) Bath towels

ANSWER: _____

e) Face towels

ANSWER: _____

(10 marks)

2. Based on your observation, what laundering option is Seri Anjung currently practicing to ensure smooth circulation of the linen inventory? Explain its advantages and disadvantages.

(10 marks)

3. Knowing the fact that laundering is one of the biggest costs to the housekeeping department, suggest **FIVE (5)** green hospitality initiatives that the department can embark on in preserving the environment.

(5 marks)

4. As the newly-hired Executive Housekeeper for Seri Anjung Koh Samui, you are required to relook and determine the staffing needs for the housekeeping department particularly the room attendants.

Staff Leave Entitlement:

- Number of off-days per year 52 days
- Number of public holidays per year 10 days
- Number of annual leaves 8 days
- Number of sick leaves per year 14 days
- Working hours 8 hours (include 1-hour break)

Average resort occupancy is **90%**.

ANSWER: _____

PART C : ROOMS DIVISION NUMERICAL FORECAST AND SHORT ANSWER QUESTION (20 MARKS)

INSTRUCTION(S) : ONE (1) numerical forecast and ONE (1) short answer questions.
Answers are to be written in the Question paper as tables are provided.

FORECASTING ROOM AVAILABILITY

EVENTS CALENDAR:

FUTURE (REGULAR)

- Christmas Day Dec 25th
- New Year's Eve Dec 31st

FUTURE (NEW)

- Christmas Lunch celebration Dec 25th
- Boxing Day Dec 26th
- New Year's Eve celebration featuring "Hello Adele" on Dec 31st (fireworks count down)

Dec 2015	25	26	27	28	29	30	31
	Mon	Tues	Wed	Thu	Fri	Sat	Sun
Total Rooms	450	450	450	450	450	450	450
OOO	1	3	3	3	2	1	0
OOS	4	5	8	8	9	4	2
Stayover	149	137	129	131	89	174	335
Overstay	38	57	48	37	24	43	20
Understay	4	2	3	3	6	2	2
Walk-In	5	9	7	12	29	32	3
Non-Gtd Resv	75	88	90	84	77	16	11
Gtd Resv	181	144	129	167	220	185	89
No-show	5%	8%	7%	6%	5%	3%	1%

1. YOUR FORECAST

(10 marks)

Dec 2015	MON 25	TUES 26	WED 27	THUR 28	FRI 29	SAT 30	SUN 31
Room Avail.							
Minimum OCC %							

