

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

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : _____

Course Code & Name : **HOS2013 Rooms Division Management**
Semester & Year : January – April 2021
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 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.
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.

INSTRUCTION(S) : Answer ALL questions in the answer booklet provided.

Seasons Hotel

PROFIT AND LOSS

SEPTEMBER 2020

	Budget	Actual	Variance
REVENUE			
Rooms Occupancy	81.0%	71.1%	(9.9%)
Total Rooms Occupied	9115	7750	(1365)
Average Daily Rate	RM 184.00	RM 200.00	RM 16.00
Total Rooms Revenue	RM 1,677,160	RM 1,550,136	RM (127,024)
Telephone	RM 18,230	RM 22,500	RM 4,270
Laundry/Dry Cleaning	RM 9,115	RM 9,215	RM 100
In-House Movies	RM 1,823	RM 2,823	RM 1000
Concierge Services	RM 3,646	RM 7,258	RM 3612
TOTAL REVENUE	RM 1,709,961	RM 1,591,932	RM (118,029)
OPERATING COSTS			
Wages	RM 547,187	RM 500,001	RM (47,186)
Telephone	RM 5,469	RM 6,500	RM 1,031
Laundry/ Dry-Cleaning	RM 2,734	RM 2,676	RM (59)
In-House Movies	RM 7,292	RM 7,292	RM 0
Concierge Services	RM 10,938	RM 11,403	RM 465
Cleaning Supplies	RM 11,849	RM 11,627	RM (223)
Flowers	RM 1,458	RM 1,403	RM (55)
Guest Supplies	RM 45,575	RM 50,215	RM 4,640
Stationery & Newspaper	RM 1,458	RM 1,403	RM (56)
Travel Agent Commissions	RM 50,314	RM 49,607	RM (708)
Miscellaneous Expenses	RM 17,100	RM 15,043	RM (2,057)
TOTAL EXPENSES	RM 756,065	RM 655,767	RM 1,848
Gross Operating Profit	RM 953,896	RM 936,165	RM (17,731)

1. As the Director of Rooms, you have been called to a meeting with the General Manager to explain the items in the budget for September 2020 (refer to page 2) that have variances.
 - a. List and briefly describe any **TWO (2)** components of 'REVENUE'. (10 marks)
 - b. List and briefly describe any **TWO (2)** components of 'OPERATING COSTS'. (10 marks)

2. Select and briefly explain any **FIVE (5)** types of information that will be useful in rooms available forecast. (10 marks)

3. Identify **FIVE (5)** revenue sources for Rooms Division and provide an example for each of the source. (10 marks)

4. List the **TEN (10)** guidelines for handling complaints. (10 marks)

5. Determine any **FIVE (5)** safety standards that can be adopted by Housekeeping department to ensure the safety of Housekeeping staff at work. (10 marks)

6. Wolo Hotel is a 5 star business class hotel located in the city center. The new General Manager has told the head of departments that a 'green team' will be formed to ensure that all departments will play active roles in the 3R program.
Identify any **FIVE (5)** departments that will be part of the 'green team'. (10 marks)

PART B

: SCENARIO QUESTION

(30 MARKS)

INSTRUCTION(S)

: Answer the question in the answer booklet provided.

Meridien Hotel is a 4 star resort located in Langkawi Island. The resort has 190 villas, 3 Food & Beverage outlets and swimming pool.

Mr Gerry Davidson, General Manager has been thinking about establishing an in-house security department. Security at the hotel has been outsourced for the past five years.

Recently, there have been many reports of theft in the island. Some of the incidents have resulted in casualties. Therefore Mr Davidson thinks it is time to explore the possibility of an in-house security department.

He has asked you, the Director of Rooms to determine **TEN (10)** topics to be discussed with the management team – about the necessity of creating an in-house security department. (30 marks)

END OF EXAM PAPER