

FACULTY OF HOSPITALITY AND TOURISM

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

| Student ID (in Figures) | : | | | | | | | | | | | |
|-------------------------|---|-----|--------|-------|-------|---------|-----------|--------|--------|--|--|--|
| Student ID (in Words) | : | | | | | | | | | | | |
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| Course Code & Name | : | HOS | 2013 | Rooi | ms Di | ivisior | n Man | agem | ont | | | |
| Semester & Year | : | | | ugust | | | · ·v··a·· | ugeiii | ·C···C | | | |
| Lecturer/Examiner | : | | .ai Pe | _ | | | | | | | | |
| Duration | : | 3 H | ours | - | | | | | | | | |

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 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.

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

| PA | RT A | • | : SHORT ANSWER QUESTIONS | (70 MARKS) |
|----|---------------------------------|--|--|---|
| NS | TRU | iction(s) | : Answer ALL questions in the spaces provided. | |
| 1. | Pur tha bas tota RM | i Hotel's Night n one guest. O is. From the Ho | rooms - 53 of them are single and 67 are double. Auditor counted a total of 85 rooms occupied - 42 In the same night, 127 guests were registered and busekeeping Room Status Report (for the night of ut of Order, 3 of which were single. The room revo | rooms were occupied by more 2 rooms were on complimentary 19 August 2020), there were a |
| | a) | Occupancy for | 19 August 2020. | (2 marks) |
| | b) | Average Gues | t 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 Carlton 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 | Other Expenses |
|------|-------------------------------|--------------------------------|---------------------------|----------------|
| | | | 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% |

| a) | Payroll & Related Expenses | (4 marks |
|----|------------------------------------|----------|
| | | |
| | | |
| | | |
| b) | Laundry Linen & Guest Supplies | (4 marks |
| | | |
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| | | |
| c) | Commissions & Reservation Expenses | 4 marks |
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Calculate and comment on the expenses below by using the figures in the 2 tables above.

| (4 marks |
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| 4. | Describe any FIVE (5) safety tips that Housekeeping staff can follow to avoid being injured at work. | | | | | |
|----|---|-----------|--|--|--|--|
| | | (10 marks | | | | |
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| 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) | | | | |
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| 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) | | | | | | |
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| PART B | : SCENARIO QUESTION | | (30 MARKS) |
|---|---|---|---|
| INSTRUCTION(S) | : Answer the question in the | spaces provided. | |
| Ritz Hotel is a 5 star | luxurious resort located in La a swimming pool. | ngkawi Island. The resort ha | ns 110 villas, 4 Food & |
| e.g. Miss Susan Brosn a new Receptionist. A further explanation. S that was located 25 | r of Rooms has received numer an who is a regular guest, compl angeline just told her that she has She had to wait 30 minutes for minutes drive away from Ritz H tioned that she will never stay a | ained that she was booked ou as been 'bump out' – without the hotel shuttle van to send otel. She wrote about the ur | t last week by Angeline, providing her with any d her to another resort |
| • | about this issue of overbooking ard Operating Procedures for ov | • | Office Manager to (30 marks) |
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END OF EXAM PAPER