

**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 : May – August 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 / 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.

1. Ansa Hotel has 120 rooms - 53 of them are single and 67 are double. On the night of 22 August 2021, 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 22 August 2021), 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 20 August 2021. (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. America Hotel, a 120 room property. Where on July 1 there are 3 out of order rooms and 55 stayovers. On the day, there are 42 guests with reservations schedule to arrive. Since the percentage of no-show has been recently calculated at 18.06%. Based on historical data, 6 understays and 15 stayovers are also expected.

Calculate the number of room projected to be available for sale.

(20 marks)

3. The COVID-19 pandemic changing traveler trends since 2021. New trends are emerging, especially when it comes to traveler behaviour, motivations and booking trends.

You are required to discuss on the following aspects by explaining **THREE (3)** examples for each element.

- i) Digital and technology trends for hotels
- ii) Economic trends in the hotel industry
- iii) Wellness travel trends

(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 staff 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 2020. 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

(30 MARKS)

INSTRUCTION(S)

: Answer the question in the spaces provided.

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

Mr Danish Dan, Director of Rooms has received numerous guest complaints about overbooking recently – e.g. Miss Jessica Rubber who is a regular guest, complained that she was booked out last week by Lina, a new Receptionist. Carol 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 Zen Hotel. She wrote about the unpleasant experience in TripAdvisor and mentioned that she will never stay at Zen 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