

**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**
Trimester & Year : May - August 2019
Lecturer/Examiner : Ho Lai Peng
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (80 marks) : SIX (6) short answer questions. Write your answer(s) in the answer booklet provided.
PART B (20 marks) : ONE (1) procedural 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.

PART A : SHORT ANSWER QUESTIONS**(80 MARKS)****INSTRUCTION(S)** : Answer **ALL** questions in the answer booklet provided.

Seasons Hotel PROFIT AND LOSS			
DECEMBER 2018			
	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)
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Telephone	RM 18,230	RM 22,500	RM 4,270
Laundry/Dry Cleaning	RM 9,115	RM 9,215	RM 100
Hotel Souvenirs	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)
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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)
VIP Amenities	RM 7,292	RM 8,292	RM 1,000
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 937,165	RM (18,731)

1. As the Front Office Manager, you have been called to a meeting with the General Manager to explain the items in the budget for December 2018 (refer to page 2) that have variances.
 - a. List and briefly describe any **FIVE (5)** operating costs with negative variances. (15 marks)
 - b. Provide any **THREE (3)** logical reasons for each negative variance stated in part (a). (15 marks)
2. State the **TEN (10)** guidelines for handling complains. (10 marks)
3. Identify and briefly explain any **FIVE (5)** safety tips that need to be followed by all Housekeeping staff. (10 marks)
4. Briefly describe any **FIVE (5)** basic skills that Rooms Division staff need to possess in order to provide excellent service to guest. (10 marks)
5. Determine any **FIVE (5)** actions that can be taken by the Executive Housekeeper to reduce the number of Housekeeping staff thefts. (10 marks)
6. Renaissance Hotel is a 5 star business class hotel located in the city center. As the new Executive Housekeeper, you plan to introduce 'Reduce, Recycle, Reuse' (3R) program to all the Housekeeping staff.
State any **TEN (10)** areas that you will include in the 3R program. (10 marks)

PART B : PROCEDURAL QUESTION

(20 MARKS)

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

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

Mr Nick Tan, Director of Rooms has received numerous guest complaints about overbooking recently – e.g. Miss Susan Brosnan who is a regular guest, complained that she was booked out last week by Angeline, a new Receptionist. Angeline 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 Ritz Hotel. She wrote about the unpleasant experience in TripAdvisor and mentioned that she will never stay at Ritz 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. (20 marks)

END OF EXAM PAPER