

**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 : September - December 2019  
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 / 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.
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 / CALCULATION TYPE OF QUESTIONS (70 MARKS)**

**INSTRUCTION(S)** : Answer **ALL** questions in the spaces provided.

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1. Royal Hotel has 120 rooms - 53 of them are single and 67 are double. On the night of 19 December 2018, Puri 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 19 December 2018), 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 19 December 2018 (2 marks)

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b) Average Guest Per Room Sold (2 marks)

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c) Average Daily Rate (2 marks)

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d) Average Rate Per Guest (RevPAC)

(2 marks)

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e) RevPAR

(2 marks)

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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 Furama Hotel. Calculate the forecasts for 2018.

<b>Year</b>	<b>Rooms Sold</b>	<b>ARR \$</b>	<b>Net Rooms Revenue \$</b>	<b>Occupancy %</b>
2014	30,660	50	1,533,000	70%
2015	31,974	52	1,662,648	73%
2016	32,412	54	1,750,248	74%
2017	32,850	57	1,872,450	75%
2018				

(4 marks)

<b>Year</b>	<b>Payroll &amp; Related Expenses</b>	<b>Laundry Linen &amp; Guest Supplies</b>	<b>Commissions &amp; Reservation Expenses</b>	<b>Other Expenses</b>
2014	16.5%	2.6%	2.3%	4.2%
2015	16.9%	2.8%	2.5%	4.5%
2016	17.2%	3.0%	2.6%	4.5%
2017	17.4%	3.1%	2.7%	4.6%
2018	17.6%	3.2%	2.8%	4.7%

Calculate and comment on the expenses below by using the figures in the 2 tables above.

a) Payroll & Related Expenses

(4 marks)

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b) Laundry Linen & Guest Supplies

(4 marks)

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c) Commissions & Reservation Expenses

(4 marks)

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d) Other Expenses

(4 marks)

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**PART B : SCENARIO QUESTIONS****(30 MARKS)****INSTRUCTION(S)** : Answer **ALL** questions in the spaces provided.**SCENARIO:** Overbooking at Renaissance Hotel Kuala Lumpur today.**Situation:**

- You are the Front Office Manager of 5 star Renaissance Hotel Kuala Lumpur.
- It is high season due Hari Raya holidays and there is currently a major IT fair 'IT World' being held at KLCC. All of the city's hotels are nearly full.
- You found out that 8 rooms are overbooked.
- Your non-guaranteed reservations policy is '18:00 release' on the date of arrival.

**Table 1: Guest Arrivals - Renaissance Hotel Kuala Lumpur**

Res No	Guest Name	No. Rms.	Rate Code	No. nights	Arrival time	Comments
1	Booking.com	2	Group	4	TBA	Contributes 60% of OTA bookings
2	Mr Chan	1	Comp	2	19.00	1st stay, GM of affiliate hotel
3	Ms Emi	1	Rack	3	17.00	16th stay
4	Mr Brown	1	Corp	1	8.00	CEO of McDonald's USA
5	Mr Harrison	1	Rack	5	17.30	Unguaranteed , Canadian Olympic committee member
6	M/M Windsor	1	Rack	1	23.00	Honeymoon, unguaranteed
7	Mrs Yoges	1	Rack	1	12.00	Celebrating wedding anniversary
8	M/M Jackson	1	Comp	2	13.00	Competition winner
9	Mr Atkinson	1	Corp	3	6.00	Regular guest
10	Ms Lopez	1	Discount	2	20:00	Reporter, CNN
11	Mr Gabrielli	1	Corp	1	13.00	1st stay, booked yesterday
12	Mrs Chan	1	Discount	1	20.00	Confirmed reservation
13	Miss Sinclair	1	Discount	2	20.00	Returning guest, serious complaint last stay
14	Ms Siti	1	Rack	3	17.00	2nd stay
15	Mr Ichiban	1	Corp	5	19.00	1st stay, booked this afternoon
16	Mr Ang	1	Corp	2	18.30	Works for Huawei – books average 5 nights per month
17	Mr Lee	1	House	1	10.00	Owner of hotel

1. Referring to Table 1 above, you know that you cannot 'Book Out' certain guests. In table 2 below, you need to state number of rooms/list of guests you plan **NOT** to 'Book Out' and the reason for doing so. (20 marks)

**Table 2: NOT to 'Book Out' exercise**

Number of rooms/List of guests NOT to 'Book Out' (1 mark)	Reasons (1 mark)
<i>Example:</i> <i>1 room – Mr Wong</i>	<i>Berjaya staff</i>
<b>NOTE: TOTAL NUMBER OF ROOMS NOT TO 'BOOK OUT' = 10</b>	

