



**FACULTY OF HOSPITALITY & TOURISM
SCHOOL OF HOSPITALITY**

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HOS2223 REVENUE AND PROFIT MANAGEMENT**
Semester & Year : September-December 2020
Lecturer/Examiner : Ms. Dewi Pratomo
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : FOUR (4) case study questions. Answers are to be written in the space provided.
PART B (40 marks) : TWO (2) case study questions. Answers are to be written in the space 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 (60 MARKS)

INSTRUCTION(S) : Answer all questions in this section. Write your answers in the Answer Booklet(s) provided.

1. Differential pricing is the practice of a seller charging different prices to different buyers for the same product or slightly different versions of the same products. Experienced Revenue Manager know that as a general rule, it is better to serve **multiple market segments** by offering **multiple prices** than it is to serve their property's or company's entire market at a single price point. Discuss **FOUR (4)** factors that could impact differential pricing and give example (20 marks)
2. Explain the differences between profit and revenue. Explain at least **FIVE (5)** differences. (10 marks)
3. Electronic Distribution is a type of distribution that uses purely electronic media. E-distribution is an important component of E-commerce. In hospitality it encompasses all the electronic channels of distribution, which can be accessed through internet, intranet or through an interfaced connection. Discuss **THREE (3)** electronic distribution channel and give example. (15 marks)
4. There are three important key revenue-related factors to evaluate revenue optimization in food and beverage. Explain **THREE (3)** different evaluation of revenue generating efficiency in food and beverage. (15 marks)

END OF PART A