



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 : September - December 2024
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 B**: SCENARIO QUESTION****(30 MARKS)****INSTRUCTION(S)** : Answer the question in the spaces provided.

Aurora Hotel is a 5 star luxurious resort located in Pangkor Island. The resort has 110 villas, five food and beverage outlets and a swimming pool.

Mr Don Danial, Director of Rooms has received numerous guest complaints about overbooking recently – e.g. Miss Tina Turner who is a regular guest, complained that she was booked out last week by Meiling, a new Receptionist. Meiling 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 Aurora Hotel. She wrote about the unpleasant experience in TripAdvisor and mentioned that she will never stay at Aurora Hotel again.

- a) The Director of Rooms raised his concerned about the overbooking issues. Clearly explain the hotel standard operating procedures for overbooking.

(20 marks)

- b) Front office staffs have to handle guest complaints regularly. Thus it is important for them to be familiarized with service recovery program. Review the **FIVE (5)** best elements involved in H.E.A.R.T.

(10 marks)

END OF EXAM PAPER