



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF AGRIBUSINESS AND APPLIED SOCIAL SCIENCES

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: ROOMS DIVISION MANAGEMENT

CODE: THMA 123

SESSIONAL EXAMINATION

APRIL 2024

DURATION: 3 HOURS

EXAMINER: MR A.M MUCHINGAMI

INSTRUCTIONS

1. Answer any **four** questions **only**.
 2. Each question carries 25 marks
 3. Start a new question on a fresh page
 4. Total marks 100
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QUESTION 1

(a) Imagine you are employed as a Reservations Clerk at a local hotel and conference centre, describe the steps involved in the reservation process. [15 marks].

(b) Explain how property management systems (PMS) modules expedite Front Office operations. [10 marks]

QUESTION 2

(a) With illustrative examples, describe the guest services and accounting tasks performed during each stage of the guest cycle. [25 marks]

QUESTION 3

(a) Describe the activities involved in the three (3) phases of the Front Office accounting cycle citing relevant practical examples. [25 marks]

QUESTION 4

(a) Discuss the role of front office staff members in ensuring the safety and security of hotel guests, employees, and assets. [15 marks]

(b) Outline any ten (10) functions of the housekeeping department in an accommodation establishment. [10 marks]

QUESTION 5

(a) Write standard operating procedure for performing each of the following tasks;

(i) Bed making. [10 marks]

(ii) Turndown service. [5 marks]

(b) Explore the planning trends in the layout of hotel rooms and conference facilities. [10 marks]

QUESTION 6

(a) With illustrative examples, describe any five (5) different types of waste and the appropriate disposal mechanism for each type. [10 marks]

(b) Explain any five (5) ways in which lodging properties can green their guest rooms. [15 marks]

END OF EXAMINATION!