

**MANICALAND STATE UNIVERSITY  
OF  
APPLIED SCIENCES**

**FACULTY OF AGRIBUSINESS AND COMMERCE  
DEPARTMENT OF TOURISM AND HOSPITALITY**

**ROOMS DIVISION MANAGEMENT  
CODE: HTM 213**

**SESSIONAL EXAMINATIONS**

**JULY 2020**

**DURATION: 3 HOURS**

**MR G. MAKANDWA**

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***INSTRUCTIONS***

- 1. Answer any 4 questions*
- 2. Each question carries 25 marks*
- 3. Total marks 100*

### Question 1

- a. With the aid of a diagram identify the major departments of a named five star Zimbabwean hotel of your choice. [10]
- b. Explain the duties and responsibilities of any five hotel departments you have highlighted above. [15]

### Question 2

Discuss any **five** main methods used by customers to settle their accounts in Zimbabwean hotels [25]

### Question 3

- a. Defend the importance of registering hotel guests by hotels in Zimbabwe [10]
- b. Elaborate on the stages of the guest's registration process in a fully automated hotel establishment [15]

### Question 4

- a. Identify and explain **three** ways in which yield management seeks to maximise revenue [9]
- b. Explain the problems likely to be encountered by a hotel that is using an online property management system [9]
- c. Explain ways in which no shows can be reduced [7]

### Question 5

State and explain any **five** housekeeping cleaning methods that are widely used by Zimbabwean hotels noting their effectiveness [25]

### Question 6

- a. Explain any **five** behavioural elements that are key in delivering excellent guest services [15]
- b. With reference to examples, discuss three non-price items that influence a potential guest to purchase the hotel room [10]

**END OF EXAM**