



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF AGRI-BUSINESS AND COMMERCE

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: ROOMS DIVISION MANAGEMENT

CODE: THMA123

SESSIONAL EXAMINATIONS

DECEMBER 2023

DURATION: 3 HOURS

EXAMINER: MR A.M MUCHINGAMI

INSTRUCTIONS

1. *Answer any four (4) questions only*
 2. *Each question carries 25 marks*
 3. *Total marks 100*
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QUESTION 1

Discuss guest services and guest accounting tasks appropriate to different stages of the guest cycle. [25 marks]

QUESTION 2

- a) Describe briefly any five (5) management reports generated from reservations data. [5 marks]
- b i) Examine functions of the four (4) front office software packages common to hotel property management systems (PMS). [10 marks]
- ii) Explain how the registration procedures for conference and tour groups can be made more efficient. [10 marks]

QUESTION 3

- a i) Describe briefly the procedure for handling guest complaints [5 marks]
- ii. Discuss the front office accounting cycle. [5 marks]
- b) Explain the following front office terms:
- i. Guest ledger
 - iii. Express check-out
 - v. Account aging analysis [15 marks]

QUESTION 4

- a) Describe the job description of a housekeeper [10 marks]
- b) Write order of work for performing the following tasks:
- i. Bed making
 - ii. Turn down service
 - iii. Cleaning bath and toilet [15 marks]

QUESTION 5

- a) Evaluate the five (5) standard requirements that should be observed in the system of waste disposal. [10 marks]
- b) [Explain any five (5) ways in which lodging properties can green their guest rooms. [15 marks]

QUESTION 6

- a i) Describe briefly any five (5) metrics used to measure hotel performance. [5 marks]
- ii. Suggest any five (5) low and five (5) high demand strategies local hotels can implement to maximise rooms revenue. [10 marks]
- b) Discuss any five (5) benefits of yield management in the hotel industry.y [10 marks]

END OF EXAMINATION