MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF AGRIBUSINESS

DEPARTMENT: TOURISM AND HOSPITALITY MANAGEMENT

MODULE: ROOMS DIVISION MANAGEMENT

CODE: THMA123

SESSIONAL EXAMINATIONS
NOVEMBER/DECEMBER 2022

DURATION: 3 HOURS

EXAMINER: MR W MADHOMBIRO

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

QUESTION 1

a) Define a skipper in the hotel industry   [5marks]

b) Discuss strategies that a front office manager should employ to minimize
   Skippers   [20marks]

QUESTION 2

a) State and explain the main sources of reservations for hotels   [15marks]

b) Outline the typical reservation process of an automated lodging property   [10marks]

QUESTION 3

a) Explain five types of room rates offered by a five star hotel   [15marks]

b) Evaluate and validate the assertion that profit making is a fallacy in as far as
   management of the hotels is concerned.   [10marks]

QUESTION 4

a) One of the key result areas of a front office manager is to minimize **Poster master**
   account. Discuss   [10marks]

b) What is the procedure of rejecting a guaranteed booking   [15 marks]

QUESTION 5

a) Explain the following front office terms, in each case cite relevant examples:
  i)   6'oclock release
  ii)   Lock out
  iii) Late check out
  iv)   Out of order
  v)   No show   [10marks]

b) What is the procedure for cleaning the following rooms
  i)   Departure room
  ii)   Vacant room   [10marks]

c) Outline any five (5) objectives of a discrepancy report   [5marks]

QUESTION 6

a) Analyze the information shared between the front office manager and the
   Housekeeper   [15marks]

b) Explain five (5) reports generated by the front office department   [10marks]

END OF EXAMINATION