CONFIDENTIAL HOT 2034

UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
SECOND SEMESTER 2008/2009 SESSION

CODE/COURSE : HOT 2034 PENGURUSAN PEJABAT DEPAN
DATE : 20/04/09
TIME : 12.30PM – 3.00PM
VENUE : DP 2/4

INSTRUCTIONS:

1. This exam paper contains TWELVE (12) questions in FOUR (4) printed pages, excluding the cover page.
2. You are required to answer ALL the questions.
3. Answer all questions on the answer sheets provided.
4. You are NOT ALLOWED to remove the exam paper from the examination hall.

MATRIC NO.: (in words) (in figures)
IDENTITY CARD NO.: 
LECTURER: 
GROUP: TABLE NO.: 

DO NOT OPEN THE PAGE UNTIL YOU ARE TOLD TO DO SO

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Answer ALL questions

Question 1

Explain the following terms:

a) Available rooms
b) Average daily rate (ADR)
c) Skipper
d) Cash paid-outs
e) Late Check out
f) Cabana
g) Double Room
h) City Ledger
i) Transfer Slip
j) Cutoff hour

(10 marks)

Question 2

a. The post of a Front Office Manager is very important position in a hotel. State FIVE (5) main responsibilities of a Front Office Manager in a hotel.

(5 marks)

b. Explain the function of the Concierge Department.

(3 marks)

Question 3

a. Explain clearly each type of the reservation status below:

   i) Confirmed Reservation
   ii) Guaranteed Reservation

(3 marks)
b. The rooms forecast report is a tool for managers throughout the hotel; it is not for the front office alone.

Explain clearly how the departments like Food & Beverage and Housekeeping would use the room forecast report.

(4 marks)

Question 4

a. Explain clearly TWO (2) advantages and TWO (2) disadvantages of using Property Management System (PMS) in a Front Office Department.

(8 marks)

b. Explain clearly the FOUR (4) types of key cards.

(4 marks)

Question 5

Develop a simple, unadjusted room count utilizing the given information below.

Given:
A 1,000-room hotel had a total of 950 rooms occupied last night. Of those 950 rooms, 300 are due to check out today. In addition, there are 325 reservations for today. There are 5 rooms out of order (OOO)

(8 marks)

Question 6

a. Explain clearly the THREE (3) methods of settling accounts.

(6 marks)

b. Give definition to the terms below:
   I. Guest Ledger
   II. City Ledger

(5 marks)
Question 7

A guest checks in at 4.30am on Tuesday, January 8th. Under the hotel policy, the guest is to be charged for the room-night of Monday, January 7th. The closeout hour of Monday, January 7th, was 12.30am, January 8th, and the room charge postings were handled automatically by the Property Management System (PMS) at approximately 3.00am on that morning. The room rate is RM100.00 and the tax is 5%. There were no other charges incurred.

a. Sketch a folio as it would appear when the guest departs on Wednesday, January 9th, at 10.00am. (4 marks)

b. Who made the adjustment and explain his role. (2 marks)

Question 8

Explain the FIVE (5) steps in Handling the Face-to-Face Complaint. (5 marks)

Question 9

Explain clearly FOUR (4) essential information to be collected from the guest during room reservation enquiry. (8 marks)

Question 10

a. Explain what is Executive Floor.

b. List FOUR (4) special amenities on the Executive Floor. (5 marks)

Question 11

Explain in detail the check-out procedures that must be followed by the cashier. (10 marks)
Question 12

You are the Front Office Manager of the Times New Hotel. In the expected arrival list, a VIP guest is expected to arrive later in the afternoon.

a. Explain what you should do before and upon the arrival of the VIP

b. Explain clearly the process of check-in for the hotel guests.

(10 marks)

END OF QUESTION PAPER