



FACULTY OF HOSPITALITY AND TOURISM

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Course Code & Name : **HOS2013 Rooms Division Management**

Semester & Year : January – April 2020

Lecturer/Examiner : Ho Lai Peng

Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

This question paper consists of 1 part:

PART A (100marks) : TWO (2) case study questions. Write your answer(s) in the spaces provided.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 4 (Including the cover page)

INSTRUCTION(S) : Answer **TWO (2)** questions. Write your answer(s) in the spaces provided.

Case Study: "Slow weeks offer prime opening for self-assessment"

The questions are based on the attached article.

Question 1

Discuss any **FOUR (4)** areas of concern in Rooms Division that are caused by the Covid-19 pandemic. (40 points)

Sample answer:

Area 1: (Heading)

- (9 points)
-
-
-

Area 2: (Heading)

- (9 points)
-
-
-

Area 3: (Heading)

- (9 points)
-
-
-

Area 4: (Heading)

- (9 points)
-
-
-

Question 2

Propose the action plans that you will undertake to deal with the **FOUR (4)** areas of concern identified in Question 1. (60 marks)

Sample answer:

Area 1: (Heading)

- (14 points)
-
-
-

Area 2: (Heading)

- (14 points)
-
-
-

Area 3: (Heading)

- (14 points)
-
-
-

Area 4: (Heading)

- (14 points)
-
-
-

END OF EXAM PAPER