

**FACULTY OF HOSPITALITY AND TOURISM****SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **HOS1504 Rooms Division**
Semester & Year : May – August 2021
Lecturer/Examiner : Ho Lai Peng
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES**1. This question paper consists of 3 parts:**

PART A (20 marks) : TWENTY (20) multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.

PART B (60 marks) : SIX (6) short answer type of questions. Write your answer(s) in the answer booklet provided.

PART C (20 marks) : ONE (1) scenario question. Write your answer(s) in the answer booklet provided.

2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.****4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.**

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 = 7 (Including the cover page)

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(60 MARKS)****INSTRUCTION(S)****: Answer SIX (6) questions. Write your answer(s) in the answer booklet provided.**

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1. Identify and briefly describe any **TWO (2)** types of laundry operations. (10 marks)

 2. (a) Name any **FIVE (5)** front of the house areas to be cleaned by the Housekeeping department. (5 marks)

(b) Name any **FIVE (5)** back of the house areas to be cleaned by the Housekeeping department. (5 marks)

 3. You are the newly appointed Director of Rooms for Renaissance Hotel – a 5 star luxurious hotel located in Putrajaya. The hotel is scheduled to open in November 2021.
Select and briefly explain any **FIVE (5)** positions that you will need to hire for Rooms Division. (10 marks)

 4. List the **TEN (10)** steps involved in the process for check out. (10 marks)

 5. Briefly explain the following terms used in Front Office:
 - (a) Connecting room (2 marks)
 - (b) E.T.A. (2 marks)
 - (c) Non-guaranteed reservation (2 marks)
 - (d) O.O.O. (2 marks)
 - (e) No Show (2 marks)

 6. You are a Receptionist who works in Royal Hotel – a 4 star resort located in Pangkor island.
Mr Andrew Williams from Ireland is checking in now. He works as Director of Operations, Guinness Malaysia. This is his first visit to the island.
He is travelling with his wife and 5 year old son.
Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Mr Williams. (10 marks)

PART C

: SCENARIO QUESTION

(20 MARKS)

INSTRUCTION(S)

: Answer **ONE (1)** question. Write your answer(s) in the answer booklet provided.

1. You are the Executive Housekeeper of Ritz Hotel – a 5 star 480 rooms business class hotel. It is located in Jalan Bukit Bintang, the ‘golden triangle’ of Kuala Lumpur.

Mr Bob Tan, Director of Rooms informed you that he has received several guest complaints last month about the bedsheets in the guest rooms – e.g. torn, smelly and yellowish color bedsheets. He is certain the bedsheets have to be replaced as those items were purchased 4 years ago.

You have been asked by Mr Tan to identify and describe any **TWO (2)** selection criteria must be considered to ensure that appropriate bedsheets are purchased. (20 marks)

END OF EXAM PAPER