



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DHM1403 ROOMS DIVISION OPERATIONS**
Semester & Year : May – August 2017
Lecturer/Examiner : Mr. Busky Baskaran
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
 - PART A (20 marks) : 20 multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.**
 - PART B (40 marks) : SIX (6) structured type questions. Write your answer(s) in the answer booklet provided.**
 - PART C (40 marks) : TWO (2) Essay questions. Write your answer(s) in the answer booklet provided.**
2. Candidates are not allowed to bring any unauthorised 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 of Hospitality 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 of Hospitality.

Total Number of pages = 7 (Including the cover page)

PART A**: MULTIPLE CHOICE QUESTIONS****(20 MARKS)****INSTRUCTION(S)**

: Questions 1-20 are multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.

1. Which one of the following tasks shall be considered for hotel's housekeeper's work?
 - a. Supervising the room service of guests
 - b. Making sure that the guestroom is clean and tidy
 - c. Checking the cleanliness of food stores
 - d. Investigating and reporting maintenance work

2. Identify the mandatory fields required when making guest room reservation.
 - I. IC Number
 - II. Arrival Date
 - III. Check-out time
 - IV. Number of nights
 - a. I, III, IV
 - b. I, II, III
 - c. I, II, IV
 - d. I, II, III, IV

3. Identify the correct steps in laundry process.
 - I. Washing
 - II. Drying
 - III. Ironing
 - IV. Bleaching
 - a. IV, I, III, II
 - b. IV, I, II, III
 - c. I, IV, III, II
 - d. I, IV, II, III

4. Identify the reservation process according to the sequence.
 - I. Receiving Inquiries
 - II. Accept or deny reservation
 - III. Determine room availability
 - IV. Documenting reservation details
 - a. IV, III, II, I
 - b. I, III, II, IV
 - c. III, IV, I, II
 - d. I, II, III, IV

5. An evening service rendered by the housekeeping department, which replaces soiled Bathroom linen and prepares the bed for guest retirees is called
 - a. Second service
 - b. Turn away service
 - c. Turn around
 - d. Turn down

6. Which of the following does **NOT** report to Front Office Manager?
 - a. Duty Manager
 - b. Chief Concierge
 - c. Seamstress
 - d. Guest Relations

7. Which of the following is **NOT** a method to guarantee a room reservation?
 - a. Contractual agreement
 - b. Cheque
 - c. Credit Card
 - d. Cash

8. Which of the following describes European Plan?
 - a. Offers American breakfast, lunch and dinner
 - b. Room and American breakfast
 - c. Food and beverage are kept separate from room charges
 - d. Room and European breakfast

9. What shall be the most suitable room status given to guestrooms under renovation?
 - a. Out of Order
 - b. Out of Service
 - c. Out of Occupancy
 - d. Out of Inventory

10. Which of the following is **NOT** a role of Telephone Operator?
 - a. Handles wake-up call
 - b. Post charges to guest accounts
 - c. Receive and send messages
 - d. Handles room reservation

11. Which of the following is **NOT** a guest essential item?
- Iron and ironing board
 - Kettle
 - Hanger
 - Pen
12. Which of the following creates bubbles and enhances washing?
- Starch
 - Softener
 - Enzyme
 - Suds
13. There are three main types of brushes to clean surface except
- Hard brushes
 - Soft brushes
 - Scrubbing brushes
 - Carpet brushes
14. Which of the following is **NOT** a section of housekeeping?
- Steward
 - Public area
 - Florist
 - Staff uniform
15. What of the following is **NOT** a rule in servicing a guestroom?
- Park the trolley facing the guestroom
 - Knock the door till the guest opens the door
 - Check DND rooms prior cleaning
 - Priority to be given to request-to-clean guestrooms
16. The laundry process may be divided into the following main stages **EXCEPT**
- Pre-Washing
 - Washing
 - Pre-rinsing
 - Hydro extraction and finishing

17. Identify the mandatory OPERA PMS functions required when guest requests for a baby cot.

- I. Traces
- II. Alert
- III. Comment
- IV. Privileges

- a. I, II
- b. I, II, III
- c. I, II, IV
- d. I, II, III, IV

18. Identify check-in process according to the sequence.

- I. Collect payment
- II. Issue room key
- III. Print GRC
- IV. Reconfirm reservation details

- a. III, IV, I, II
- b. IV, III, I, II
- c. III, I, IV, II
- d. I, III, II, IV

19. Which of the below department are the department that Housekeepers interacts the most?

- a. Reservation
- b. Sales and Marketing
- c. Laundry
- d. Security

20. What does DND means?

- a. Do not Dream
- b. Don't Not Down
- c. Do Not Disturb
- d. Disturb Not Do

END OF PART A

PART B : STRUCTURED TYPE QUESTIONS

(40 MARKS)

INSTRUCTION(S) : Answer **ALL** questions in the Answer Booklet(s) provided.

1. List **FIVE (5)** important information that must be included in a guest registration card. (5 marks)
2. Identify **FIVE (5)** mechanical equipment used for general cleaning and maintenance. (5 marks)
3. Discuss **FIVE (5)** housekeeping initiatives in promoting green hospitality. (5 marks)
4. Compare and contrast the **TWO (2)** Processes, **FOUR (4)** Advantages and **FOUR (4)** Disadvantages between on premise and off-premise laundry operations. (10 marks)
5. Explain briefly **FIVE(5)** importance of Reservation System (5 marks)
6. Explain **FIVE(5)** reasons why night audit is important in front office operations (10 marks)

END OF PART B

PART C : ESSAY (200 Words) (40 MARKS)

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

1. To avoid staff from disturbing guests with DO NOT DISTURB status, draft a procedure on how to service a guestroom with the said status from the perspective of a Housekeeping Attendant. (20 marks)

(200 Words)

2. You as a new Front Office Reception have attended the 1st day Orientation for Front Office Department, you have been taught on the Front Office Check in Process. List and Explain with supporting examples on the Check in Process/Procedure in a Hotel.

(200 Words)

(20 marks)

END OF EXAM PAPER