

**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 : **HOS1313 Accommodation Management**
Trimester & Year : May - August 2019
Lecturer/Examiner : Ho Lai Peng
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:**
PART A (30 marks) : THIRTY (30) multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (70 marks) : SEVEN (7) short answer type of questions. Write your answer(s) in the answer booklet provided.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 = 8 (Including the cover page)

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(70 MARKS)****INSTRUCTION(S)****: SEVEN (7) questions. Write your answer(s) in the answer booklet provided.**

1. Name any **TEN (10)** areas of the hotel that require CCTV to be installed by the Security department. (10 marks)
2. State and briefly describe any **FIVE (5)** Housekeeping operating assets. (10 marks)
3. As a Front Office Manager of a 4 star hotel, you must think about the character traits necessary to deliver excellent customer service on daily basis.
Briefly review any **TWO (2)** of these character traits that your Front Office staff need to possess. (10 marks)
4. You are the newly appointed Director of Rooms for Ritz Hotel – a luxurious 5 star hotel located in the city center of Kuala Lumpur.
You have discovered that your Front Office staff do not participate in any upselling activities – which has contributed to the decline in overall hotel revenue.
You have asked the Front Office Manager to determine any **TWO (2)** areas that upselling can be done by the Front Office staff to improve hotel revenue. (10 marks)
5. You are the Executive Housekeeper of a 5 star luxury class hotel. The hotel was opened 4 years ago.

Mr Sam Tan, Rooms Division Manager has done spot checks on linen items in the Housekeeping store room yesterday. He informed you that he is unhappy about the conditions of the duvet covers. Majority of these items were 'not presentable' and 'look worn out'. You realise that it is time to replace these items.

List and briefly explain any **FIVE (5)** factors that you will need to review when you are selecting the types of duvet covers to be purchased. (10 marks)

6. As the newly appointed Executive Housekeeper of a 3 star resort located in Cameron Highlands, you have received numerous guest complaints about cleanliness of public areas last month – e.g. dirty toilet bowls in the Coffee House toilets, stains on windows in the lobby area and dusty reception counters.
- You have discussed these complaints with your Housekeeping staff and found out that only 1 type of chemical is used during public areas cleaning – Multi Purpose Cleaner.
- Name and briefly describe any **FIVE (5)** chemicals that need to be purchased to ensure that public areas are cleaned properly. (10 marks)
7. You are a Receptionist who works in Four Seasons Hotel – a 5 star resort located in Perhentian island.
- Mr David Jones, CEO of Apple UK is checking in now. This is his first visit to the island. He is travelling with his wife, 10 year old son and 6 year old daughter.
- Briefly explain any **FIVE (5)** of the hotel facilities that you can suggest to Mr Jones. (10 marks)

END OF EXAM PAPER