

**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 : **HOS1123 Rooms Division Operations**
Semester & Year : January - April 2022
Lecturer/Examiner : Siti Fariza Muhamad Amin
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. 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.
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 = 8 (Including the cover page)

PART B : SHORT ANSWER TYPE OF QUESTIONS (70 MARKS)

INSTRUCTION(S) : Answer **SEVEN (7)** questions. Write your answer(s) in the answer booklet provided.

1. What factors need to be considered when selecting furniture? (10 marks)
2. State and briefly describe the **FIVE (5)** categories of keys. (10 marks)
3. Briefly explain the following terms used in Front Office:
 - a) Adjoining room (2 marks)
 - b) Connecting room (2 marks)
 - c) 6pm Hold (2 marks)
 - d) O.O.O. (2 marks)
 - e) **HOUSE** (2 marks)
4. State the **TEN (10)** standard set of basic procedures for the departure or check-out of guests (10 marks)
5. Calculate the following using the correct formula. (10 mark)
 - a) Mrs Megan Tan is staying in a superior room for 4 nights. Her room rate is RM550.00 nett. She will be settling her account by cash. How much cash deposit did the Receptionist collect from her during check-in?
 - b) During check in, Mr Patrick Johnson mentioned that he requires an extra bed in his room. An extra bed costs RM85.00 ++. He is staying for 3 nights. What is the total cost of the extra bed?
 - c) Mr Andy Woon and Mr Ramesh Govindran have shared a standard twin room for 3 nights – room rate is RM360.00 ++ per night. They would like to check-out now. Mr Woon is paying for 60% of the charges by Visa Card. What is the amount that the Receptionist needs to enter into the credit card machine?

6. Draw a simple lobby floor plan.

(10 marks)

7. You are a Front Office Assistant who works in Winter Hotel – a 5 star resort located in Perhentian Island, Terengganu. Mr Giacomo Bocelli, General Manager of Ferrari Malaysia is checking in now. This is his first visit to the island. He is travelling with his girlfriend. Recommend any **FIVE (5)** of the hotel facilities to Mr Bocelli.

(10 marks)

END OF EXAM PAPER