FACULTY OF HOSPITALITY AND TOURISM

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures)   :

Student ID (in Words)   :

Course Code & Name   : **HOS1313 Accommodation Management**
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 = 10 (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.
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1. What are the **TEN (10)** steps involved in the laundry cycle? (10 marks)

2. 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.
    Select and briefly describe any **TWO (2)** of these character traits that your Front Office staff need to possess. (10 marks)

3. Select any **TWO (2)** departments that work closely with Rooms division and describe the kind of communication that happens between these departments. (10 marks)

4. You are the Front Office Manager for Starwood Hotel – a 5 star hotel located in the city center of Kuala Lumpur. You have been working there for 3 years.
    Last week you have been told by Mr Brian Lau, the General Manager that overall the hotel revenue has been declining for the past 2 months. You have looked at the Reservation sales figures and discovered that the percentage of room sales has not improved recently.

    You have asked the Reservation Manager to propose any **TWO (2)** incentive programs that will motivate the Reservationists to achieve better results in rooms, Food & Beverage and packages sales.

    (10 marks)

5. You are the Executive Housekeeper of a 5 star business class hotel. The hotel opened 3 years ago.

    Mr Gerry Cruz, Rooms Division Manager has done spot checks on linen items in the Housekeeping store room last week. He informed you that he is unhappy about the conditions of the bath, hand and face towels. The towels were 'not presentable' at all due to the "yellowish" colour. He asked you to explain to him what has happened to the towels.

    List and briefly explain any **TWO (2)** factors that have caused this problem to occur.

    (10 marks)

6. As the Executive Housekeeper of a 3 star resort hotel in Tioman Island, you are in-charge of purchasing chemicals that are needed to clean public area toilets.

   Name and briefly explain any **FIVE (5)** chemicals that will be purchased. (10 marks)

7. You are a Receptionist who works in Pacific Hotel – a 5 star resort located in Redang Island. Mr Andy Tan, Director of Marketing of Mamee Malaysia is checking in now. This is his first visit to the island. He is travelling with his wife and 10 year old son.

   Briefly describe any **FIVE (5)** of the hotel facilities that you can suggest to Mr Tan. (10 marks)

END OF EXAM PAPER