



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : _____

Subject Code & Name : **BHM1406 Rooms Division**
Semester & Year : January - April 2016
Lecturer/Examiner : Mr. Josh Sim
Duration : 3 Hours

INSTRUCTONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (70 marks) : SEVEN (7) short answer questions. Answer ALL questions. Answers are to be written on the space provided in question sheet.
PART B (30 marks) : TWO (2) problem solving question. Answers are to be written 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 = 8 (Including the cover page)

2. Identify and describe **FIVE (5)** selection criteria that an Executive Housekeeper must consider to ensure that appropriate cleaning chemicals is being purchased.

(10 marks)

3. Explain laundering procedures chronologically.

(10 marks)

PART B : PROBLEM SOLVING QUESTION (30 MARKS)

INSTRUCTION(S) : Answer the question in the Answer Booklet(s) provided.

- 1 You are the Front Office Manager of a 5 star hotel. The following situation involves staff and guest.

Rachel, a Receptionist, has been working in the hotel for the past 3 years. Andrew, a Duty Manager, has informed you that he saw her sleeping in the back office last Tuesday evening. He has issued the 1st warning letter to her.

Rachel was on duty yesterday afternoon. She told Bernice, another Receptionist that she was very upset because her car broke down on the way to work.

Mr Peter Craig, a VIP guest, went to the Reception counter to check in at 18:45 hours. He was very tired as it took him 6 hours to drive to the hotel. During the check in process, he told Rachel that he wanted to change his room from Standard King to either Superior King or Deluxe King and he would like to extend his stay for a few more nights. She replied "What type of room do you want? You must be specific. What do you mean by a few more nights? You can't decide how many nights you would like to extend you stay? Please decide now. You're taking too much of my time. I have other tasks to handle!"

Mr Craig was very angry with Rachel's rude response. He wrote a complaint letter to Jennifer, the General Manager. He told her that he will not stay at the hotel again and he will post his negative experience in the major travel websites, e.g. TripAdvisor.

Jennifer has forwarded a copy of Mr Craig's complaint letter to you.

Questions

- a. List and explain the steps involved in dealing with Mr Craig's complaint. (10 marks)
- b. Discuss the appropriate course of actions to be taken towards Rachel, the Receptionist. (20 marks)

END OF EXAM PAPER