

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures)	:										
Student ID (in Words)	:										
Subject Code & Name	:	BHN	И140	6 Roc	ms Di	vision					
Semester & Year	:	Janu	uary -	April	2016						
Lecturer/Examiner	:	Mr.	Josh	Sim							
Duration	:	3 H	ours								

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)

PART A		: SHORT ANSWER QUESTIONS (70 MARKS)						
INSTRUCTION(S)		: Answer ALL questions on the space provided in this question sheet.						
1.	at the heart of I	opointed as a Front Office Supervisor of Orly Hotel – a 4-star hotel located uala Lumpur City Centre. Recently, you have received five interns to the tion. You have been tasked to train them on proper steps to make guest n.						
	Explain reservat	ion procedures in a chronological manner. (10 marks						

2.	Identify and describe FIVE (5) selection criteria that an Executive Housekeeper consider to ensure that appropriate cleaning chemicals is being purchased.					
	consider to ensure that appropriate cleaning chemicals is being purchased.	(10 marks)				
3.	Explain laundering procedures chronologically.					
		(10 marks)				

4.	Explain the THREE (3) laundering options, its advantages and disadvantages.	
		(10 marks

5.	Identify and describe FIVE (5) mechanical equipment used for general cleaning and maintenance. (10 marks)

Identify and list examples of THREE (3) categories of housekeeping amenities.	(10 marks
	(10 Illaiks
	
	Identify and list examples of THREE (3) categories of housekeeping amenities.

7.	You are one of the Receptionists in Carlton Hotel, a 5-star city hotel with 569 rooms.
	Ms Jasmine is checking out at the Reception counter now. She would like to settle her account by credit card.
	List and explain the procedures that you will take to handle the credit card payment. (10 marks

END OF PART A

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