



## SCHOOL OF HOSPITALITY

### FINAL EXAMINATION

Student ID (in Figures) : 

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

Student ID (in Words) : \_\_\_\_\_  
\_\_\_\_\_

Subject Code & Name : **DHM1403 ROOMS DIVISION OPERATIONS**  
Semester & Year : January - April 2016  
Lecturer/Examiner : Mr. Josh Sim  
Duration : 2 Hours

---

#### INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:  
PART A (20 marks) : 20 multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.  
PART B (40 marks) : FOUR (4) short answer questions. Write your answer(s) in the answer booklet provided.  
PART C (40 marks) : TWO (2) Essay questions. Write your answer(s) 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 = 7 (Including the cover page)**

**PART A****: MULTIPLE CHOICE QUESTIONS****(20 MARKS)****INSTRUCTION(S)**

: Questions 1-20 are multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.

---

1. Which of the following is not the function of a Duty Manager?
  - a. Post any outstanding charges
  - b. Balance and verify daily's transactions
  - c. Handle group arrival and departure only
  - d. Handle guest complaints
2. Who is responsible to check-out individual guests?
  - a. Concierge Attendant
  - b. Reservationist
  - c. Telephone Operator
  - d. Cashier
3. Identify the type of room that can accommodate 2 people usually comes with 2 single beds.
  - a. Quadruple
  - b. Twin
  - c. Triple
  - d. Single
4. The following documents are used during check-in **EXCEPT**:
  - a. Cash deposit receipt
  - b. Breakfast vouchers
  - c. Guest registration card
  - d. Reservation form
5. Which of the following is **not** hotel guest courtesy product?
  - a. Guest essentials
  - b. Guest expendables
  - c. Guest loan items
  - d. Guest cycle

6. What shall be the **most** suitable room status given to rooms under renovation?
- Vacant Dirty
  - Out of Service
  - Out of Order
  - Out of Inventory
7. Amy and her friends have made a reservation in Hype Hotel. She requested to have rooms next to each other. Which of the rooms below you will assign to Amy?
- Adjoining rooms
  - Corner rooms
  - Adjacent rooms
  - Duplex rooms
8. Which of the following is one of the duties of the Receptionist during check-out?
- Creating good and lasting impression only
  - Settlement of manager's accounts
  - Updating front office records and guest departures
  - Get updates from night auditor in monthly form
9. Identify the check-in process according to the sequence.
- |                            |                            |
|----------------------------|----------------------------|
| I. Print GRC               | II. Greet the guest        |
| III. Obtain guest passport | IV. Obtain mode of payment |
- II, III, I, IV
  - I, III, II, IV
  - II, III, IV, I
  - II, I, III, IV
10. Which of the following does **not** appear on a GRC?
- Residential address
  - Hobbies
  - Car plate number
  - Credit Card expiry date

11. Which of the following is **not** the main consideration for laundry department?
- a. Staff uniform
  - b. Air ventilation
  - c. Water
  - d. Lighting
12. Which of the following is **not** a section under housekeeping?
- a. Horticulturist
  - b. Steward
  - c. Public Area
  - d. Linen
13. Which of the following is **true** about linen fabric?
- a. Strong, absorbent, elastic
  - b. Linen and cotton union reduces potential shrinkage
  - c. Suitable for both bed and bathroom linens
  - d. It is obtained from the stem of flax plant
14. This type of laundry service is for all the guests in the hotel. All guests' laundry will be sent here for cleaning purposes, however, hotel linens will be sent out to a third party laundry. A section head oversees the operation. What is this type of laundering option?
- a. Off-premise
  - b. Linen hire
  - c. On-premise laundry
  - d. Self- service launderette
15. Which are the most appropriate sequences for a Floor Supervisor to inspect a room?
- a. Knock, enter, leave door open, gauge first impression, proceed clockwise, look up, down and at floor level and note faults
  - b. Enter , close door, switch lights on and off, if needed dust furniture, flush toilet, enter inspection report
  - c. Check carpets, tiles, doors, ceilings, windows, curtains and spray room before leaving
  - d. Knock, enter, close door, check for bad odours and if necessary open windows, complete report

16. Which of the following is laundry equipment?

- a. Canister
- b. Hand caddy
- c. Form finisher
- d. Dry pick-up

17. Which of the following is **not** a chemical used in laundering process?

- a. Optical brightener
- b. Cream polisher
- c. Suds
- d. Neutralizer

18. Which of the following consist of different types of textiles?

- a. Linen, cotton, lathe and plaster
- b. Wool, acrylic, polyester and cotton
- c. Polycotton, linen, wool and plaster
- d. Cotton, wool, lathe and silk

19. Identify the washing stages according to the sequence.

- |                         |                   |
|-------------------------|-------------------|
| I. Extracting           | II. Rinsing       |
| III. Sterilization wash | IV. Chemical wash |

- a. II, III, I, IV
- b. II, III, IV, I
- c. III, IV, II, I
- d. IV, III, II, I

20. Which of the following is **not** a front office section?

- a. Florist
- b. Guest service
- c. Service centre
- d. Concierge

**END OF PART A**

**PART B : SHORT ANSWER QUESTIONS**

**(40 MARKS)**

**INSTRUCTION(S)** : Answer **ALL** questions in the Answer Booklet(s) provided.

---

1. Identify and explain the laundering procedures.

(10 marks)

2. List and explain **FOUR (4)** factors of effectiveness in the cleaning process.

(10 marks)

3. Identify and describe **FIVE (5)** selection criteria in purchasing mechanical cleaning equipment

(10 marks)

4. You are one of the receptionists at Rosa Hotel, a 5-star boutique hotel.

Ms Laura is checking-in at the reception counter. She would like to settle her room charges and deposit by credit card.

Explain the procedures in handling credit card payment in detail.

(10 marks)

**END OF PART B**

**PART C** : **ESSAY** **(40 MARKS)**

**INSTRUCTION(S)** : **TWO (2)** Essay questions. Write your answer(s) in the Answer Booklets provided.

---

1. Linen is the hotel most important asset. Hence, a proper linen storage is vital in maintaining its quality. Identify potential hazards which cause damages to hotel linens and propose ways to overcome each hazard.

(20 marks)

2. List and explain in details steps in handling guest complaints.

(20 marks)

**END OF PART C**

**END OF EXAM PAPER**