



## SCHOOL OF HOSPITALITY

### FINAL EXAMINATION

Student ID (In figures) : 

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Student Name (In words) : \_\_\_\_\_  
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Course Code & Name : **HOS1123 Rooms Division Operations**  
Trimester & Year : January – April 2018  
Lecturer/Examiner : Mr. Gurcharan Singh  
Duration : 2 Hours

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#### **INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 3 parts:
  - PART A (20 marks) : TWENTY (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) questions based on the given scenarios. 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 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 = 7 (Including the cover page)**

**PART B****: SHORT ANSWER TYPE OF QUESTIONS****(40 MARKS)****INSTRUCTION(S)****: FOUR (4)** questions based on the given scenarios. Write your answer(s) in the answer booklet provided.

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1. The Taaras Beach & Spa Resort is a 5 star resort hotel located in Terengganu, Malaysia. The type of accommodation offered are chalets. Identify the suitable location of rooms and amenities for the following type of guests:

- a) Guest who are attending in-house meetings with their family
- b) A couple on their 15<sup>th</sup> wedding anniversary accompanied by their teenage children.
- c) Guest with children below 12 years old.
- d) Disabled guests.
- e) Elderly guests.

(10 points)

2. When guests have special requests, the Receptionist must send 'traces' via the PMS to the appropriate departments. Identify the departments that are in charge of the following 'traces' and explain as to how will they resolve it:

- a) Wake up call at 8am.
- b) No seafood in all meals.
- c) Newspaper delivered to the room daily at 6am.
- d) No alcohol to be placed in the room mini bar.
- e) Laptop available in the room upon arrival.

(10 points)

3. Discuss the **FIVE (5)** benefits of exercising *preventive maintenance* to an on- premise laundry operation, regularly.

(10 marks)

4. Different settings suggest different carpet specifications. Color, texture, pattern and padding requirements will vary from location to location. Describe the **FIVE (5)** ways in selecting an appropriate carpet.

(10 marks)

**PART C** : **ESSAY** **(40 MARKS)**  
**INSTRUCTION(S)** : **TWO (2)** Essay question. Write your answer(s) in the answer booklet provided.

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1. The Cost Per Occupied Room helps calculate the average cost per occupied room in the hotel. This is to measure and analyze if the operating cost for each room is reasonable. The cost of labour, energy consumption and amenities are part of this calculation.

i. Why is the **amenities consumption inventory** procedure performed?

(6 marks)

ii. List down and describe the procedure for the **amenities consumption inventory**.

(10 marks)

iii. Draw out a **weekly count sheet** used for the inventory count and explain each column

(4 marks)

(20 marks)

2. Employment is important to us, as we often need a job to give us a sense of purpose and support our lifestyle.

Therefore, every employer has a desired set of **Key Employment Attributes** that a potential employee should possess in this service and customer driven industry.

List down and discuss any **FIVE (5)** Key Employment Attributes in hospitality industry that an employer looks for.

(20 marks )

**END OF EXAM PAPER**