BERJAYA
UNIVERSITY COLLEGE

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID   :

Student ID   :

Subject Code & Name   :   **HOS1504 Rooms Division**
Semester & Year   :   January – April 2017
Lecturer/Examiner   :   Mr. Gurcharan Singh
Duration   :   3 Hours

__INSTRUCTIONS TO CANDIDATES__

1. **This question paper consists of 2 parts:**
    PART A (70 marks)   :   SEVEN (7) Short Answer Type of Questions. Write your answer(s) in the answer booklet provided.
    PART B (30 marks)   :   ONE (1) Problem Solving Question 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 = 5 (Including the cover page)

PART A   **: SHORT ANSWER TYPE OF QUESTIONS**   **(70 MARKS)**

INSTRUCTION(S)   **: SEVEN (7)** questions based on the given scenarios. Answer **ALL**. Write your answer(s) in the answer booklet provided.

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1. Prioritizing hotel security is the goal of every hotel by providing safe and secure accommodation, while also offering friendly customer service. It's crucial to have robust security measures in place that keep both your guests and employees safe. Not only does inadequate safety and security put the property and its guests at risk from problems like theft, but hotels can also be held liable for criminal acts committed on their property. One act of violence or crime against a guest can destroy a hotel's reputation.

    Describe **FIVE (5)** ways that a hotel deal with suspicious activities in hotel?

    (10 Marks)

2. Describe the following type of guest:
    (a) VIPs
    (b) CIPs
    (c) SPATTs
    (d) The Blacklist
    (e) Corporate Guest

    (10 marks)

3. An Express Checkout service allows customers to check out of their rooms and return the keys, without having to wait for their final bill to be produced.
    It is a great convenience for hotel guests who do not want to line up at the check-out counter.
    Describe the TEN (10) steps involved in processing an Express Checkout guest from the point of arrival to departure.

    (10 Marks)

4.   List down the **TEN (10)** recommended steps to clean a hotel room.

(10 Marks)

5.   Turn down service is service commonly found in four and five star hotels. It is a service that prepares the room at the end of the day for the comfort of the guest. It is designed to make the room soothing and inviting for rest and relaxation. Quite often a guest will be using the room during the day and by the afternoon it may be dirty or in need of fresh amenities.

List down the TEN (10) steps that are involved in carrying out a turn down service in a hotel.

(10 Marks)

6.   When a guest has a special request. The property management system, OPERA, has an option called *Traces* which channels the special request to a particular department or section to be processed and followed up.

Identify the departments that are responsible for the following *Traces*;

(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 minibar.
(e)   Extra bed to be placed in the room.

(10 Marks)

7. Property Management Systems such as OPERA is considered as the core of the hotels IT system. This system provides all the necessary information to ensure seamless service for its guests and internal customers.

Identify and list down, step by step, on where to click in OPERA screen based on the following scenarios;

(a) Guest would like to request nonsmoking room

(b) Request pickup and drop-off

(c) Guest will be coming with spouse Madam Sherry

(d) Guest would like to request Newspaper "Nanyang Siang Pow"

(e) Guest called to send message for in-house guest

(10 Marks)

PART B   : **PROBLEM SOLVING QUESTION TYPE OF QUESTIONS**   **(30 MARKS)**

INSTRUCTION(S)   : **ONE (1)** Case Study Type of Questions. Write your answer(s) in the answer booklet provided.
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1. Most hotels are dependent on computers and software applications such as Property management systems (PMS), Point of Sale (POS), Interfaces and the internet for network connectivity.

    When the system fails there is no alternative but to switch over to manual operations to avoid interruptions during operations

    List down at least FIVE (5) senior staff members whom should coordinate the manual operations in the event of system failure.

    (5 Marks)

2. Back-up reports are saved via cloud computing by the Front desk team at regular intervals, daily. In case of system failure the latest set of reports are distributed to relevant departments.

    List down and describe any **FIVE (5)** Back-up reports that are saved:

    (5 Marks)

3. In the event of system failure, describe the manual procedures carried out for each department given below:

(a) Front Office
(b) Reservations
(c) Housekeeping
(d) F&B outlets – POS (Point of Sales)

(20 Marks)

END OF EXAM PAPER