



FACULTY OF HOSPITALITY AND TOURISM

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Course Code & Name : **HOS1504 Rooms Division**

Semester & Year : January – April 2020

Lecturer/Examiner : Ho Lai Peng

Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

This question paper consists of 1 part:

PART A (100marks) : FIVE (5) scenario type of questions. Write your answer(s) in the spaces provided.

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 = 4 (Including the cover page)

INSTRUCTION(S) : Answer **FIVE (5)** questions. Write your answer(s) in the spaces provided.

Questions 1 - 3 are based on the scenario below:

Melium Hotel is a newly built 4 star hotel located in Putrajaya. Its soft opening is scheduled on 15 June 2021.

The hotel has 100 guestrooms, 1 café and a small swimming pool. A total of 80 staff will be hired.

Question 1

As the Executive Housekeeper, you are required to do the following tasks:

Suggest to the General Manager the type of laundry operation that is suitable for the hotel.

(20 marks)

Sample answer:

(Type of laundry operation)

- (19 points)
-
-

Question 2

Briefly describe any **TWO (2)** advantages of the type of laundry operation identified in Question 1.

(10 marks)

Sample answer:

1) (Heading)

- (4 points)
-
-
-

2) (Heading)

- (4 points)
-
-
-

Question 3

Briefly describe any **TWO (2)** disadvantages of the type of laundry operation identified in Question 1. (10 marks)

Sample answer:

1) (Heading)

- (4 points)
-
-
-

2) (Heading)

- (4 points)
-
-
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Question 4

You are the newly appointed Director of Rooms for Renaissance Hotel – a 5 star luxurious hotel located in Johor Baru. The hotel is scheduled to open in April 2021. Select and briefly explain any **FOUR (4)** positions that you will need to hire for Rooms Division. (40 marks)

Sample answer:

1) (Position)

- (9 points)
-
-
-

2) (Position)

- (9 points)
-
-
-

3) (Position)

- (9 points)
-
-
-

4) (Position)

- (9 points)
-
-
-

Question 5

You are the Executive Housekeeper of Sheraton Hotel Penang – a 4 star business class hotel.

Recently you found out that many Housekeeping staff have encountered accidents at work. Some of them sustained serious injuries and were hospitalized.

Identify any **TWO (2)** actions that you can take to prevent your staff from sustaining injuries at work. (20 marks)

Sample answer:

1) (Action)

- (9 points)
-
-
-

2) (Action)

- (9 points)
-
-
-

END OF EXAM PAPER