



**FACULTY OF HOSPITALITY AND TOURISM**

**SCHOOL OF HOSPITALITY**

**FINAL EXAMINATION**

Course Code & Name : **HOS1123 Rooms Division Operations**

Semester & Year : January – April 2020

Lecturer/Examiner : Ho Lai Peng

Duration : 3 Hours

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**INSTRUCTIONS TO CANDIDATES**

**This question paper consists of 1 part:**

**PART A (100marks) : THREE (3) 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 = 6 (Including the cover page)**

**INSTRUCTION(S)** : Answer **THREE (3)** questions. Write your answer(s) in the spaces provided.

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**Question 1**

You are a Receptionist who works in Shangri-La Hotel – a 5 star hotel located in the city center of Kuala Lumpur.

Mr David Lim, CEO of Samsung China is checking in now. This is his first visit to Malaysia. He is travelling with his wife and two children (8 year old son and 5 year daughter).

Briefly explain any **FIVE (5)** of the hotel facilities that you can recommend to Mr Lim.

(20 marks)

Sample answer:

**1) (State facility)**

- (3 points)
- 
- 

**2) (State facility)**

- (3 points)
- 
- 

**3) (State facility)**

- (3 points)
- 
-

**4) (State facility)**

- (3 points)
- 
- 

**5) (State facility)**

- (3 points)
- 
- 

**Question 2**

You are the Executive Housekeeper for Summit Hotel – a 3 star budget hotel located in Jalan Imbi, Kuala Lumpur.

You have received numerous complaints from guests last month about the public areas and guest rooms toilets – e.g. badly stained toilet bowls, water marks on the sink counters and stinky smell in the air.

You found out that Housekeeping staff do not know how to use the different types of chemicals properly.

Identify and describe any **FIVE (5)** chemicals that should be used by all the Housekeeping staff to clean public areas and guest rooms toilets. (40 marks)

Sample answer:

**1) (State chemical)**

- (7 points)
- 
- 
-

**2) (State chemical)**

- (7 points)
- 
- 
- 

**3) (State chemical)**

- (7 points)
- 
- 
- 

**4) (State chemical)**

- (7 points)
- 
- 
- 

**5) (State chemical)**

- (7 points)
- 
- 
-

### **Question 3**

You are the Director of Rooms for Four Seasons Resort – a 5 star luxurious resort located in Langkawi. It is scheduled to be opened in May 2021.

The resort has 250 villas, 5 Food and Beverage outlets, Olympic size swimming pool, playground for children, gym, spa and gift shop.

Due to the Covid-19 pandemic, you have been instructed by management to keep your staffing levels at the minimum.

Select and justify any **FIVE (5)** positions that you will need to hire for Rooms Division.

(40 marks)

Sample answer:

#### **1) (State position)**

- (7 points)
- 
- 
- 

#### **2) (State position)**

- (7 points)
- 
- 
- 

#### **3) (State position)**

- (7 points)
- 
- 
-

**4) (State position)**

- (7 points)

- 

- 

- 

**5) (State position)**

- (7 points)

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**END OF EXAM PAPER**