

**FACULTY OF HOSPITALITY AND TOURISM****SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

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Course Code & Name : **HOS1123 Rooms Division Operations**  
Semester & Year : January – April 2021  
Lecturer/Examiner : Ho Lai Peng  
Duration : 2 Hours

**INSTRUCTIONS TO CANDIDATES**

- This question paper consists of 2 parts:**  
**PART A (30 marks) : THIRTY (30) multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.**  
**PART B (70 marks) : SEVEN (7) short answer type of questions. Write your answer(s) in the answer booklet provided.**
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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****(70 MARKS)****INSTRUCTION(S)**: Answer **SEVEN (7)** questions. Write your answer(s) in the answer booklet provided.

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1. Illustrate any **TWO (2)** types of equipment used in the laundry department. (10 marks)
  
  2. List and briefly describe any **FIVE (5)** chemicals that are used to clean guest rooms. (10 marks)
  
  3. Name any **TEN (10)** popular items that guests steal from guest rooms. (10 marks)
  
  4. State and briefly describe the **FIVE (5)** categories of keys. (10 marks)
  
  5. Briefly explain the following terms used in Front Office:
    - a) Connecting room (2 marks)
    - b) D.M. (2 marks)
    - c) 6pm Hold (2 marks)
    - d) O.O.O. (2 marks)
    - e) HOUSE (2 marks)
  
  6. List the **TEN (10)** steps involved in the process for check out. (10 marks)
  
  7. You are a Receptionist who works in Seasons Hotel – a 5 star resort located in Perhentian Island, Terengganu.  
Mr Giacomo Bocelli, General Manager of Ferrari Malaysia is checking in now. This is his first visit to the island. He is travelling with his girlfriend.  
Recommend any **FIVE (5)** of the hotel facilities to Mr Bocelli. (10 marks)

**END OF EXAM PAPER**