

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

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **HOS1504 Rooms Division**
Semester & Year : May - August 2022
Lecturer/Examiner : Siti Fariza Muhamad Amin
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- 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 (60 marks) : SIX (6) short answer type of questions. Write your answer(s) in the answer booklet provided.**
 - PART C (20 marks) : ONE (1) scenario question. 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 = 4 (Including the cover page)

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(60 MARKS)****INSTRUCTION(S)****: Answer SIX (6) questions. Write your answer(s) in the answer booklet provided.**

1. Mrs. Jacklyn Victor is staying in a superior room for 4 nights with a room rate of RM550 nett per night. She will be settling her account by cash. During check in, she mentioned that she requires an extra bed in her room. An extra bed cost RM85.00++.
- (a) How much the cash DEPOSIT did the Front Office Assistant collect from her during check-in? (4 marks)
- (b) What is the total cost of the extra bed? (6 marks)
2. Ansa Hotel has 204 rooms, 45 triple, 60 are double and the remaining is single. On the night of November 6th, 2019 the night auditor counted 195 rooms occupied, 43 are triple, 58 are double, and the remaining are single. Moreover, the housekeeping department communicated only 4 rooms (all single) out of order for the night of Nov 6th, 2019. (10 marks)
- (a) What is Ansa Hotel's Occupancy Rate for the night of Nov 6th, 2019?
- (b) What is Ansa Hotel's single, double and triple occupancy rates for the night of Nov 6th, 2019?
3. Briefly explain the following terms used in Front Office:
- a. Sleep-out (2 marks)
- b. Due Out (2 marks)
- c. Lock-out (2 marks)
- d. O.O.S. (2 marks)
- e. Skipper (2 marks)
4. (a) Explain the term 'On Premise Laundry'. (4 marks)
- (b) List any **THREE (3)** advantages of 'On Premise Laundry'. (3 marks)
- (c) List any **THREE (3)** disadvantages of 'On Premise Laundry'. (3 marks)

5. Select and briefly explain any **FIVE (5)** actions that an Executive Housekeeper can take to reduce the number of accidents that happen in the public areas of a hotel. (10 marks)

6. Cleaning agents are applied using different methods.

(a) List FIVE (5) methods of cleaning.

(5 marks)

(State 1 method of cleaning – 1 mark)

(b) Table out manual cleaning equipment and mechanical cleaning equipment.

(5 marks)

PART C : SCENARIO QUESTION

(20 MARKS)

INSTRUCTION(S) : Answer **ONE (1)** question. Write your answer(s) in the answer booklet provided.

You have been appointed as the new Executive Housekeeper of Peninsular Hotel – a 4 star 250 rooms business class hotel. It is located in Jalan Sultan Ismail, the ‘golden triangle’ of Kuala Lumpur.

Mr David Tee, Director of Rooms informed you that he received numerous guest complaints about guest rooms last month – e.g. dirty bathtubs, amenities not replenished, stained bedsheets and dusty bedside tables. He is certain that the Rooms Attendants do not follow proper procedures while they are cleaning the guest rooms.

You have been asked by Mr David Tee to develop a new set of guest room cleaning procedures.

(20 marks)

END OF EXAM PAPER