

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

Student ID (in Figures) :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) :

Course Code & Name : **HOS1504 Rooms Division**
Semester & Year : May - August 2023
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 = 8 (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. Tanjung Aru Beach Resort is a 5 star resort establishment located in Kota Kinabalu, Sabah. Below are the details of the resort in relation to Room Division department services.
For question 2a) and 2b), please refer to the information below:

Tanjung Aru Beach Resort	
Service Charge & Tax	0.16
Miscellaneous deposit	RM 200 / night
Tourism Tax	RM 10 / night
US Dollar (USD) rate	3.5
SG Dollar (SGD) rate	2.5

- (a) Mrs. Fernandes from Spain is staying at Tanjung Aru Beach Resort for 6 nights in a RM750++ room. She would like to pay with Singapore Dollar. Calculate the deposit collection required. Show the steps in your calculation.
(5 marks)
- (b) Mr. Magoo from Kuala Terengganu, Malaysia is staying at Tanjung Aru Beach Resort for 4 nights in a Suite Room. Calculate the account settlement as per details given. Show the steps in your calculation.
(5 marks)

Room rate	RM 450++
Room Service	RM 25.00
Flower bouquet	RM 72.00
Lounge	RM 75.00
Water sports	RM 125.00
Mr. Magoo would like to pay using local currency	

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)
- (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 Bryan 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 Bryan Tee to develop a new set of guest room cleaning procedures.

(20 marks)

END OF EXAM PAPER