



Name: .....

ID: .....

*Front Office  
Computerized System  
HOS1132*

**PRACTICAL EXAM**  
*May – August 2023*

Reservation Number: \_\_\_\_\_

Room Number: \_\_\_\_\_

**INSTRUCTION(S)** : Key in the relevant information into the OPERA system based on below details. Please create a folder and name it <your name\_OPERA> on the desktop. Print and save necessary details as required.

No	Checklist	√	Marks
1	The secretary of Dr. _____ Ms. Natalia 03-26877003 called 5 days before her boss arrival date early check in at 08:15hrs ( <b>Specials</b> ) to make a room reservation for boss. Under company <b>The Chicken Rice Shop</b> . Natalia email address <a href="mailto:natalia@chickenrice.com">natalia@chickenrice.com</a>  Name : <b>(Your Name)</b> First Name : <b>Gosling</b>		/6
2	He/she will stay for 2 nights starting from 23/1		/1
3	He/she requires any type of rooms. Budget not more than RM1000/night - "CORP2" rate		/1
4	He/she is a <b>new guest</b> and never stayed here before		/1
5	He/she will be joined by his/her spouse ( <b>Mr. Ryan Gosling/Mrs. Eva Gosling</b> )		/1
6	His/her reservation will be under "Guaranteed Reservation"		/1
7	<b>Billing Instructions: RIB to Company. Incidental on POA</b>		/1
8	His/she credit card number is <b>3400 0000 0000 009 Exp 02/21 – AMEX CARD</b>		/1
9	The amount of discount is RM100.00 off given by Ms Margot Robbie, Sales & Marketing approved the discount for this booking		/1
10	The General manager would like to welcome the guest		/1
11	Concierge to arrange Pickup and Drop-off limo during arrival 08:00hrs and departure 1200hrs from/to KLIA1. Car Number FA2008		/2
12	Send booking confirmation via email to guest. (Kindly email to fariza.amin@berjaya.edu.my)		/3
	<b>Total</b>		<b>/20</b>
	<b>The details of the guest are as follows:</b>		
13	Address: Unit 3B, Star Sky Park Apartment, 58000 Kuala Lumpur		/1
14	Passport Number: 750605-14-2043		/1

No	Checklist	√	Marks
15	Nationality: Malaysian		/1
16	Date of birth: 05 June 1975		/1
17	Mobile: 014-7773243		/1
18	Office Direct Line: 03 - 2117 3842		/1
19	Email: <a href="mailto:_____gosling@chickenrice.com">_____gosling@chickenrice.com</a>		/1
20	Guest is extremely allergic to peanuts & lactose intolerance.		/3
21	He/she enjoys reading "NST" newspaper and non-smoking room.		/2
22	Please post a manual authorization RM_____. Approval code H747356		/1
23	He/she requested for Wake-up Call at 0615am tomorrow.		/1
24	Guest will be in the gym from 8am till 10am on the day of arrival.		/1
25	He/she requested "High five" on arrival.		/1
26	He/she demand high floor room with city view for this stay.		/2
27	He/she prefer cookies in the room for every stay.		/1
28	He/she requested a bottle of champagne for their anniversary at 7pm and will be at the restaurant at 6.30pm to 8.30pm		/4
29	Guest requested bouquet of flowers in the room with the message "I LOVE YOU TO THE MOON AND BACK. HAPPY ANNIVERSARY)		/6
30	Parcel on arrival.		/1
	Guest check-in		
	<b>Total</b>		<b>/30</b>
	<b>Key in the following messages for the guest:</b>		
31	Mr. Will Ferrel called from the Boston Sdn Bhd to remind the guest to complete his/her financial report by 5pm tomorrow.		/1
32	Ms. Emma Mackey called to inform the guest that he/she is invited to her birthday party next Saturday. Please call her at 016- 7785643 to confirm if coming.		/1
33	Mr. Simu Liu called from Amcor Sdn. Bhd. to let the guest know that the meeting at 10pm tomorrow has been cancelled.		/1
34	Mr. John Cena called from Mattel.com to inform the guest that he/she is invited to the movie preview next Sunday. Please call him at 011-4325423 to RSVP.		/1
	<b>Total</b>		<b>/4</b>
	<b>Post the following charges into the guest's account :</b>		
35	Minibar - 2 can of 'Tiger' beer @ RM25.00 nett per can & 1 cans of 'Pepsi' @ RM15.00 nett per can; Ref: 789336		/2
36	Massage at the Spa - 2 hours @ RM120.00 nett per hour; Ref 961233		/1
37	Upper East Side Cafe - The guest & his/her spouse had set dinners with Mr. & Mrs Aiden Benjamin @ RM80.00 nett per pax; Ref: 126685		/1
38	IDD call to London - 35 mins & 5 secs @ RM1.00 nett per min (calls are charged per 60 seconds block); Ref: 332581		/1
39	The guest complained about poor service at Upper East Side Cafe (refer to No 29) - F&B Manager approved 15% discount off the total bill; Ref: 115698		/1
40	Minibar – 2 bar of 'KitKat' chocolate @ RM15.00 nett per bar and 1 bar of 'Twix' @ RM10.00 nett per bar; Ref: 789435		/2
41	Overcharged on IDD call to London (refer to No 30) - should be 30 mins & 5 secs; Ref: 112683		/1
42	Dry cleaning - 1 jacket @ RM30.00 nett & 1 dress @ RM32; Ref: 752339		/1
43	Sampling On 14 - The guest had lunch: 1 plate of Fried Rice @ RM33.00 nett per plate & 2 glasses of orange juice @ RM17.00 nett per glass plus dessert chocolate cake 1 piece RM13 ; Ref: 235118		/1

No	Checklist	√	Marks
44	Guest rent for one day meeting room RM1000; Ref: 555512		/1
45	Airport Pickup & Drop-off to KLIA RM130 per way; Pickup Ref:454412 / Drop-off Ref: 353312		/1
46	Misc. of 3 bath towels @ RM55.00 nett each; Ref 6578766		/2
47	French manicure and pedicure at spa for 2 persons @ RM150.00 nett per person; Ref: 3221212		/2
48	Create 3 separate folios for the above charges: (1) Room (2) F&B (3) Others		/3
	<b>Room</b> paid by credit card.		
	<b>F&amp;B &amp; Others</b> paid by cash.		
	<b>Write the answers in the 'Answer' column:</b>		<b>/20</b>
49	How much deposits for entire stay of this booking?		/2
50	List all rooms is under "OUT OF SERVICE"?		/2
51	List all rooms is under "OUT OF ORDER"?		/2
52	What is the Front Office status of room "1207"?		/2
53	How many ERK is/are "Dirty"?		/2
54	Which specific room is suitable for handicap guests?		/2
55	List 3 rooms that is located on the 7th floor facing the KLCC View.		/2
56	List 3 rooms smoking room located on 3 <sup>rd</sup> floor		/2
	<b>Total</b>		<b>/16</b>
	<b>Others:</b>		
57	Student will maintain well-groomed appearance and proper hygiene.		/5
58	Professional Attire - Student gives special attention to professional attire (pressed clothes, industry appropriateness, proper shoes, clean lab jacket, etc.)		/5
	<b>Total</b>		<b>/10</b>
	<b>SUB TOTAL</b>		<b>/100</b>