



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 2024
 Lecturer/Examiner : Siti Fariza Muhamad Amin
 Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. 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.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. 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.
4. 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****(60 MARKS)****INSTRUCTION(S)****: Answer SIX (6) questions. Write your answer(s) in the answer booklet provided.**

1. Identify and briefly describe any **TWO (2)** types of laundry operations. (10 marks)

2. Mr. Steven Chia is staying in a superior room for 4 nights with a room rate of RM550 nett per night. He will be settling her account by cash. During check in, he mentioned that he requires an extra bed in his room. An extra bed cost RM85.00++.
 - (a) How much the cash DEPOSIT did the Front Office Assistant collect from him during check-in? (4 marks)

 - (b) What is the total cost of the extra bed? (6 marks)

3. You are the newly appointed Director of Rooms for Rinai Hotel – a 5 star luxurious hotel located in Cyberjaya. 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)

4. List the **TEN (10)** steps involved in the process for check out. (10 marks)

5. Briefly explain the following terms used in Front Office:
 - a. Connecting room (2 marks)

 - b. E.T.A. (2 marks)

 - c. Non-guaranteed reservation (2 marks)

 - d. O.O.O. (2 marks)

 - e. No Show (2 marks)

6. Hotels are, in most cases, designed to meet the needs of a particular target market. Thought also needs to be given to visitors with differing disabilities and special needs and requirements. What special in-room facilities would be needed for the following guests: (10 marks)
 - i) Wheelchair guests

 - ii) Visually impaired guests

 - iii) Hearing impaired guests

PART C

: SCENARIO QUESTION

(20 MARKS)

INSTRUCTION(S)

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

1. You are the Executive Housekeeper of Wester Hotel – a 5 star 480 rooms business class hotel. It is located in Jalan Bukit Bintang, the '*golden triangle*' of Kuala Lumpur.

Mr Alex Ryan, Director of Rooms informed you that he has received several guest complaints last month about the bedsheets in the guest rooms – e.g. torn, smelly and yellowish color bedsheets. He is certain the bedsheets have to be replaced as those items were purchased 5 years ago.

You have been asked by Mr. Alex Ryan to identify and describe any **TWO (2)** selection criteria must be considered to ensure that appropriate bedsheets are purchased.

(20 marks)

END OF EXAM