



**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 : May - August 2024  
Lecturer/Examiner : Siti Fariza Muhamad Amin  
Duration : 2 Hours

**INSTRUCTIONS TO CANDIDATES**

1. 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 types of questions. 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 = 8 (Including the cover page)**

**PART B****: SHORT ANSWER QUESTIONS****(70 MARKS)****INSTRUCTION(S)**: Answer **SEVEN (7)** questions. Write your answer(s) in the answer booklet provided.

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1. (a) State any **TWO (2)** differences between usable and non-reusable guest supplies. (4 marks)
- (b) Provide any **THREE (3)** examples of reusable guest supplies in the bedroom. (3 marks)
- (c) Provide any **THREE (3)** examples of non-reusable guest supplies in the bathroom. (3 marks)
2. (a) List **FIVE (5)** methods of cleaning. (5 marks)
- (b) List out **FIVE (5)** types of manual cleaning equipment. (5 marks)
3. Name any **TEN (10)** back of the house areas to be cleaned by the Housekeeping department. (10 marks)

4. Tanjung Bungah Beach Resort is a 5 star resort establishment located in Pulau Pinang, Malaysia. Below are the details of the resort in relation to Room Division department services. For question 4a) and 4b), please refer to the information below:

Tanjung Bungah 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. Alejandro from Spain is staying at Tanjung Bungah 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. Rahman from Kuala Terengganu, Malaysia is staying at Tanjung Bungah 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. Rahman would like to pay using local currency	

5. Briefly explain the following terms used in Front Office:

- (a) Adjoining room (2 marks)
- (b) No show (2 marks)
- (c) Guaranteed reservation (2 marks)
- (d) O.O.S. (2 marks)
- (e) Skipper (2 marks)

6. Provide the **TEN (10)** steps involved in the process for check in. (10 marks)

7. You are a Front Office Assistant who works in Shangri-La Hotel – a 5 star hotel located in the city center of Kuala Lumpur. Mr Park Soo Bin, General Manager of Samsung Malaysia is checking in now. This is his first visit to Kuala Lumpur. He is an expatriate from Korea which is currently based in Penang. He is travelling with his wife and two children (8 year old son and 5 year daughter). Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Mr Kim.

(10 marks)

**END OF EXAM PAPER**