



**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 : **HOS1313 Accommodation Management**  
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 type 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 = 7 (Including the cover page)**

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

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1. Name any **TEN (10)** areas of concern that need to be considered by the hotel security departments.  
(10 marks)
2. State and describe the **FIVE (5)** steps in developing a training program.  
(10 marks)
3. Identify and briefly explain the **TWO (2)** major categories in classification of materials.  
(10 marks)
4. You are the newly appointed Director of Rooms for Riyaz Hotel – a luxurious 5 star hotel located in the city center of Kuala Lumpur. You have discovered that your Front Office staff does not participate in any upselling activities – which have contributed to the decline in overall hotel revenue. You have asked the Front Office Manager to identify and describe any **TWO (2)** areas that upselling can be done by the Front Office staff to improve hotel revenue.  
(10 marks)
5. You are the Executive Housekeeper of a 4 star hotel. King size bedsheets were purchased 5 years ago. It is time to replace these items – as most of the Room Attendants commented that the bed linens were not presentable anymore.  
Determine any **FIVE (5)** factors that should be considered when choosing the materials for the new bed linens.  
(10 marks)
6. Explain the **FOUR (4)** categories of complaints with related examples.  
(10 marks)
7. Draw the handling complaints diagram.  
(10 marks)

**END OF EXAM PAPER**