

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BHM1406 Rooms Division**
Semester & Year : May - August 2016
Lecturer/Examiner : Ms Yogeswari Achanah
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 PART A (70 marks) : SEVEN (7) short answer questions. Answer ALL questions. Answers are to be written on the space provided in question sheet.
 PART B (30 marks) : TWO (2) problem solving question. Answers are to be written 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 of Hospitality 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 of Hospitality.

Total Number of pages = 9 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : Answer **ALL** questions on the space provided in this question sheet.

1. You have been appointed as a Housekeeping Supervisor of Tex Hotel – a 4-star hotel located in the heart of Kuala Lumpur City Centre. Recently, you have received four interns at the Rooms section. You have been tasked to train them on proper steps to clean a guestroom.

Explain room cleaning procedures in a chronological manner.

(10 marks)

[illegible]

- (10 marks)

[illegible]

3. Identify and explain FIVE (5) types of report used in Front Office.

(10 marks)

[illegible]

4. Identify and describe **FIVE (5)** factors that influence the effectiveness, efficiency and safety when using cleaning agents or chemicals.

(10 marks)

5. Linen is one of the main assets of a hotel. Briefly discuss **FIVE (5)** ways to prevent hazardous damages to stored linens.

(10 marks)

6. You are the Front Office Manager of York Hotel, which is a 5-star hotel located in the city center. It has 607 rooms.

Recently, you have received numerous guest complaints about guestrooms not ready for check-in by 2pm.

Propose recommendations to solve the issue.

(10 marks)

[illegible]

END OF PART A

PART B : PROBLEM SOLVING QUESTION (30 MARKS)

INSTRUCTION(S) : Answer the question in the Answer Booklet(s) provided.

- 1 You are the Front Office Manager of the 5-star Grand Boutique Hotel.

On 24th September 2015, Mr Greg Dawson checked-in at your hotel and stayed for 3 nights. He reached the hotel safely after a 10-hour direct flight from New York. He was very exhausted and wanted a swift check-in. To his unpleasant surprise, his Executive Suite wasn't ready upon his arrival. He looked at his watch and it was almost 9pm. He was frustrated and waited for approximately 20 minutes get his room key.

He rushed to his suite and took a hot shower. A few minutes later, Ali, the Service Centre Agent received a call from Mr Dawson's room and took note of his complaint. The bathroom was flooded. Ali then informed the Housekeeping Department and Engineering Department about the issue.

Mr Dawson switched on the DO NOT DISTURB sign and hoped for a peaceful rest and recovery of his jetlag. The next morning 6.30am, his telephone rang and he was given a wake-up call by a Service Centre Agent. He was furious as his sleep was disturbed. He couldn't sleep back and decided to go to the Club Lounge to have his breakfast.

When he arrived at the Club Lounge, he was welcomed by a Club Lounge Attendant. After giving his room number, he proceeded to the buffet counter to take some food. He was annoyed by a few kids who were running around the lounge. He quickly took a cup of coffee and went to the front desk to look for you.

Question 1

List and explain the steps involved in dealing Mr Dawson's complaint.

(15 marks)

Question2

To avoid staff from disturbing guests with DO NOT DISTURB status, draft a procedure on how to service a guestroom with the said status from the perspective of a Housekeeping Attendant.

(15 marks)

END OF EXAM PAPER