



## SCHOOL OF HOSPITALITY

### FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **DHM1403 ROOMS DIVISION OPERATIONS**  
 Semester & Year : May - August 2016  
 Lecturer/Examiner : Ms Yogeswari Achanah  
 Duration : 2 Hours

### INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

**PART B (40 marks) : SIX (6) short answer questions. Write your answer(s) in the answer booklet provided.**

**PART C (40 marks) : TWO (2) Essay 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 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.

**PART B** **Total Number of pages = 7 (Including the cover page)** **(40 MARKS)**  
**: SHORT ANSWER QUESTIONS**

1. List and explain **FOUR (4)** factors of effectiveness in the cleaning process.  
(8 marks)
2. Identify and describe **FIVE (5)** selection criteria in purchasing mattress.  
(5 marks)
3. Discuss **FIVE (5)** housekeeping initiatives in promoting green hospitality.  
(5 marks)
4. You are one of the cashiers at Rosa Hotel, a 5-star boutique hotel.  
  
Ms Laura is checking-out at the reception counter. She has minibar dispute where she claimed that she did not consume the two cans of Cola as per the bill.  
  
Explain the procedures in handling the situation.  
(10 marks)
5. Mr Jones makes a telephone call for a booking at the The Regent Hotel. List **SEVEN (7)** items of information you may need from him to ensure you meet all his expectations for a pleasant stay at the hotel and you are able to provide a swift check in when he arrives  
(7 marks)
6. Name **FIVE (5)** types of amenities in hotel room  
(5 marks)

**END OF PART B**

**PART C : ESSAY (40 MARKS)**

**INSTRUCTION(S) : TWO (2) Essay questions. Write your answer(s) in the Answer Booklets provided.**

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**1.** You are the newly-appointed Front Office Manager at Quinn Hotel which is opening in 6 months. You have been tasked to set up the department. Design the Guest Registration Card (GRC) for the hotel.

(20 marks)

**2.** You have hired three Duty Managers to assist you in front office operations. Explain to them the effective ways in handling guest complaints.

(20 marks)

**END OF PART C**

**END OF EXAM PAPER**