



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) : [Grid of 14 empty boxes]

Student ID (in Words) : _____

Subject Code & Name : BHM1406 Rooms Division
Semester & Year : May-August 2017
Lecturer/Examiner : Mr. Busky Baskaran
Duration : 3 Hours

INSTRUCTONS TO CANDIDATES

- 1. This question paper consists of 2 parts: PART A (70 marks) : SEVEN (7) short answer questions. PART B (30 marks) : TWO (2) problem solving questions.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any).
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 A : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : Answer **ALL** questions in the Answer Booklet(s) provided.

1. You are a Receptionist who works at the Regency Hotel. This 5-star luxurious hotel is located in Cameron Highlands, Pahang - which is renowned for the tea plantations. It has 18 floors with 268 rooms.
- a. List any **FIVE (5)** important information that must be included in a guest registration card. (5 marks)
 - b. Determine the appropriate room location (e.g. near the garden; garden view) for the following guests:
 - i) Mr Lim Wei Hoon is attending a 'Health & Safety' conference held in the hotel. (1 mark)
 - ii) Mr and Mrs Brian Parker will be celebrating their honeymoon. (1 mark)
 - iii) Miss Thisha Sivalingam is very conscious about her health. (1 mark)
 - iv) Mr Leon Wong had a major operation recently. He will be using a wheelchair. (1 mark)
 - v) Mrs Lucy Peterson is a retired teacher. She used to work in a private school. (1 mark)
2. You have been appointed as the new Executive Housekeeper of Lexus Hotel – a 4 star 150 rooms business class hotel. It is located in Jalan Sultan Ismail, the 'golden triangle' of Kuala Lumpur.
- Mr David Lee, Director of Rooms informed you that he received numerous guest complaints about bathrooms in guest rooms last month – e.g. dirty bathtubs, amenities not replenished, stains in toilet bowls and insufficient towels. He is certain that the Rooms Attendants do not follow proper procedures while they are cleaning the bathrooms.
- You have been asked by Mr David Lee to develop a new set of bathroom cleaning procedures. (10 marks)
3. Explain **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. Identify and describe **FIVE (5)** selection criteria that an Executive Housekeeper must consider to ensure that appropriate vacuum cleaners are purchased. (10 marks)

5. Briefly discuss **TWO (2)** staffing challenges the Director of Rooms of a 5 star resort hotel may encounter in the daily Front Office operations. (10 marks)

6. You are the Front Office Manager of Novo Hotel, which is a 5 star hotel located in the city center. It has 650 rooms.

Recently many guests have complained about the wrong postings in their accounts.

What actions should be taken by the Front Office Cashiers when guests complain about the wrong postings? (10 marks)

7. You are one of the Receptionists in Ritz Hotel. It is a 5 star city hotel with 368 rooms.

Miss Diana Kingston is checking out at the Reception counter now. She would like to settle her account by cash.

List and explain the procedures that you will take to handle the cash payment. (10 marks)

END OF PART A

PART B : PROBLEM SOLVING QUESTION (30 MARKS)

INSTRUCTION(S) : Answer ALL the TWO questions in the Answer Booklet(s) provided.

You are the Front Office Manager of a 5 star hotel. The following situation involves staff and guest.

Rachel, a Receptionist, has been working in the hotel for the past 3 years. Andrew, a Duty Manager, has informed you that he saw her sleeping in the back office last Tuesday evening. He has issued the 1st warning letter to her.

Rachel was on duty yesterday afternoon. She told Bernice, another Receptionist, that she was very upset because her car broke down on the way to work.

Mr Peter Craig, a VIP guest, went to the Reception counter to check in at 18:45 hours. He was very tired as it took him 6 hours to drive to the hotel. During the check in process, he told Rachel that he wanted to change his room from Standard King to either Superior King or Deluxe King and he would like to extend his stay for a few more nights. She replied "What type of room do you want? You must be specific. What do you mean by a few more nights? You can't decide how many nights you would like to extend you stay? Please decide now. You're taking too much of my time. I have other tasks to handle!"

Mr Craig was very angry with Rachel's rude response. He wrote a complaint letter to Jennifer, the General Manager. He told her that he will not stay at the hotel again and he will post his negative experience in the major travel websites, e.g. TripAdvisor.

Jennifer has forwarded a copy of Mr Craig's complaint letter to you.

1. List and explain the steps involved in dealing with Mr Craig's complaint. (10 marks)
2. Discuss the appropriate course of actions to be taken towards Rachel, the Receptionist. (20 marks)

END OF EXAM PAPER