

**FACULTY OF HOSPITALITY AND TOURISM****SCHOOL OF HOSPITALITY****FINAL EXAMINATION**Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_

Course Code & Name : **HOS1123 Rooms Division Operations**  
Trimester & Year : May – August 2019  
Lecturer/Examiner : Ho Lai Peng  
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 = 9 (Including the cover page)**

**PART B****: SHORT ANSWER TYPE OF 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 the main difference between reusable and non-reusable guest supplies. (2 marks)
- b) Provide any **FOUR (4)** examples of reusable guest supplies in the bedroom. (4 marks)
- c) Provide any **FOUR (4)** examples of non-reusable guest supplies in the bathroom. (4 marks)
2. List and briefly describe any **FIVE (5)** chemicals that are used to clean public areas. (10 marks)
3. Name any **TEN (10)** front of the house areas to be cleaned by the Housekeeping department. (10 marks)
4. You are the newly appointed General Manager for Banyan Tree Resort – a 5 star luxurious resort located in Redang Island. The hotel is scheduled to open in July 2020. Select and briefly explain any **FIVE (5)** positions that you will need to hire for Rooms division. (10 marks)
5. Briefly explain the following terms used in Front Office:
  - a) HOUSE (2 marks)
  - b) No show (2 marks)
  - c) Guaranteed reservation (2 marks)
  - d) O.O.O. (2 marks)
  - e) Skipper (2 marks)
6. List the **TEN (10)** steps involved in the process for check in. (10 marks)

7. You are the Reception Manager who works for St Regis Hotel – a 5 star hotel located in the city center of Kuala Lumpur.

Mr and Mrs Brian Wong will be checking in tomorrow. Mr Wong is the CEO of Huawei. This is their first visit to Malaysia. They will be celebrating their 10<sup>th</sup> wedding anniversary.

Briefly describe any **FIVE (5)** of the services that you will provide to them. (10 marks)

**END OF EXAM PAPER**