

**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 : **HOS1504 Rooms Division**
Semester & Year : May - August 2020
Lecturer/Examiner : Ho Lai Peng
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
PART A (20 marks) : TWENTY (20) multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (60 marks) : SIX (6) short answer type of questions. Write your answer(s) in the answer booklet provided.
PART C (20 marks) : ONE (1) procedural question. 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.

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(60 MARKS)**

INSTRUCTION(S) : Answer **SIX (6)** questions. Write your answer(s) in the answer booklet provided.

1. (a) Explain the term 'On Premise Laundry'. (4 marks)
- (b) List any **THREE (3)** advantages of 'On Premise Laundry'. (3 marks)
- (c) List any **THREE (3)** disadvantages of 'On Premise Laundry'. (3 marks)
2. Select and briefly explain any **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)
3. State and briefly describe the **FIVE (5)** categories of keys. (10 marks)
4. List the **TEN (10)** steps involved in the process for check in. (10 marks)
5. Briefly explain the following terms used in Front Office:
 - (a) Adjoining room (2 marks)
 - (b) Due Out (2 marks)
 - (c) 6pm Hold (2 marks)
 - (d) O.O.S. (2 marks)
 - (e) Skipper (2 marks)
6. Briefly discuss any **TWO (2)** staffing problems the Director of Rooms of a 5 star resort hotel may encounter in the daily Front Office operations. (10 marks)

PART C**: PROCEDURAL QUESTION****(20 MARKS)**

INSTRUCTION(S) : Answer **ONE (1)** question. Write your answer(s) in the answer booklet provided.

You have been appointed as the new Executive Housekeeper of Melia Hotel – a 4 star 250 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 guest rooms last month – e.g. dirty bathtubs, amenities not replenished, stained bedsheets and dusty bedside tables. He is certain that the Rooms Attendants do not follow proper procedures while they are cleaning the guest rooms.

You have been asked by Mr David Lee to develop a new set of guest room cleaning procedures.
(20 marks)

END OF EXAM PAPER