

**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 : **HOS1313 Accommodation Management**
Semester & Year : May - August 2020
Lecturer/Examiner : Ho Lai Peng
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- 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.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 = 8 (Including the cover page)

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(70 MARKS)****INSTRUCTION(S)****: SEVEN (7) questions. Write your answer(s) in the answer booklet provided.**

1. What are the **TEN (10)** steps involved in the laundry cycle? (10 marks)

2. List and briefly explain any **FIVE (5)** positions in the Rooms division of a 4 star hotel. (10 marks)

3. Select any **TWO (2)** departments that work closely with Rooms division and describe the kind of communication that happens between these departments. (10 marks)

4. You are the Front Office Manager for Starwood Hotel – a 5 star hotel located in the city center of Kuala Lumpur. You have been working there for 3 years.
Last week you have been told by Mr Brian Lau, the General Manager that overall the hotel revenue has been declining for the past 2 months. You have looked at the Reservation sales figures and discovered that the percentage of room sales has not improved recently.
You have asked the Reservation Manager to propose any **TWO (2)** incentive programs that will motivate the Reservationists to achieve better results in rooms, Food & Beverage and packages sales. (10 marks)

5. You are the Executive Housekeeper of a 5 star hotel. King size bedsheets were purchased 4 years ago. It is time to replace these items – as most of the Room Attendants commented that the bedsheets were not presentable anymore, e.g. yellowish in colour and looks old.
Determine any **FIVE (5)** factors that should be considered when choosing the materials for the new bedsheets. (10 marks)

6. As the Executive Housekeeper of a 3 star resort hotel in Tioman Island, you are in-charge of purchasing chemicals that are needed to clean public area toilets.
Name and briefly explain any **FIVE (5)** chemicals that will be purchased. (10 marks)

7. You are the Reception Manager who works in Forestry Hotel. It is a 5 star resort located in Taman Negara, Pahang - which is the world's oldest tropical rainforest.

'I Love Nature' group from Australia will be checking in on 5 December 2020 and checking out on 8 December 2020. The group has reserved 10 rooms and consists of 20 tour members.

Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Miss Rachel Harrison, the Tour Leader. (10 marks)

END OF EXAM PAPER