



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DHM1403 ROOMS DIVISION OPERATIONS**
Semester & Year : September - December 2016
Lecturer/Examiner : Ms. Yogeswari Achanah
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
PART A (20 marks) : 20 multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.
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 unauthorised 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.

Total Number of pages = 7 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS

(40 MARKS)

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

1. List **FIVE (5)** factors of effectiveness in the cleaning process.

(5 marks)

2. You are one of the receptionists at UNIQ Hotel, a 5-star boutique hotel.

Mr Kino is checking-in at the reception counter. His wife's left leg is injured and could barely walk. They have reserved a Superior King room only for 5 nights.

As a well-trained and professional receptionist, list **FIVE (5)** actions on what and how would you do, to ensure their stay at the hotel is excellent and overall satisfaction is maximized?

(5 marks)

3. Draw and explain the Laundry Cycle Procedure

(10 marks)

4. You are one of the cashiers at ZEN Hotel, a 5-star boutique hotel.

Mr. Manjuran is a business traveller and he is checking-out at the reception counter. He has minibar dispute where he claimed that he did not consume the two cans of Heineken Beer as per the bill.

Explain the procedures in handling the situation.

(10 marks)

5. List **FIVE(5)** reservation mode's in the hotel

(5 marks)

6. Discuss **FIVE(5)** ways of handling Overbooking

(5 marks)

END OF PART B

PART C : ESSAY (200 Words) (40 MARKS)

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

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

(200 Words)

(20 marks)

2. Mr. Daniel is appointed as the new Business Development Manager in Hotel Park, the General Manager of the Hotel has given him a task to come out with ideas on promoting Green Hospitality. Suggest in your own options on the ideas you would recommend Mr. Daniel on promoting Green Hospitality.

(200 Words)

(20 marks)

END OF PART C

END OF EXAM PAPER