



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **HOS1504 Rooms Division**
 Semester & Year : September – December 2017
 Lecturer/Examiner : Ms. Tengku Intan Naziera Binti Tengku Ariff
 Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 PART A (70 marks) : SEVEN (7) Short Answer / Illustrations Type of Questions. Write your answer(s) in the answer booklet provided.
 PART B (30 marks) : ONE (1) Problem Solving Question 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 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 / ILLUSTRATION TYPE OF QUESTIONS (70 MARKS)

INSTRUCTION(S) : SEVEN (7) questions based on the given scenarios. Answer ALL.
Write your answer(s) in the answer booklet provided.

1. Elaborate **FIVE (5)** differences of hotels variations?
(10 Marks)

2. List and describe **FIVE (5)** sequence of cleaning the guestroom.
(10 Marks)

3. Describe the following definition status of room reservation:
(a) Guaranteed reservation.
(b) Prepayment.
(c) Credit Card.
(d) Contractual Agreement.
(e) Non-guaranteed reservation.
(10 Marks)

4. Identify the Front Office accounting cycle.
(10 Marks)

5. Illustrate the flow of basic Front Office Check-In process.
(10 Marks)

6. What is the Standard Operating Procedure in entering a guest room?
(10 Marks)

7. Identify **FIVE (5)** advantage and disadvantage of off premises laundry in a hotel?
(10 Marks)

PART B : PROBLEM SOLVING QUESTION TYPE OF QUESTIONS (30 MARKS)

INSTRUCTION(S) : **ONE (1)** Case Study Type of Questions. Write your answer(s) in the answer booklet provided.

The mother has called three times to inquire about a Fossil watch that her son left in the shower of room 223. He was part of school group (three boys to a room) that checked out on 28th. The information was taken on her first call. A promise was made then to call back, but never fulfilled. Now the mother is on the telephone with the general manager. The housekeeper told the GM, the lost and found had only socks, jockey shorts and a cap from room 223. The assistant manager, who fielded the second call. Explained that he hung up when the "lady" grew belligerent and used very strong language. Among the accusations: The hotel staff was a bunch of thieves: the assistant was an ass and worse. Caller " I realized people misplaced things, but that happens with old people in retirement homes, not with 17 years old",

1. Was there a management failure here, if so, what

(10 Marks)

2. What is the hotel's immediate response (or action) to the incident?

(10 Marks)

3. What further, long run action should management take, if any?

(10 Marks)

END OF EXAM PAPER