



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **HOS1123 Rooms Division Operations**
 Semester & Year : September – December 2017
 Lecturer/Examiner : Ms. Tengku Intan Naziera Binti Tengku Ariff
 Duration : 2 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 (40 marks) : FOUR (4) questions based on the given scenarios. Write your answer(s) in the answer booklet provided.**
 - PART C (40 marks) : TWO (2) Essay 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 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 = 8 (Including the cover page)

PART B : SHORT ANSWER TYPE OF QUESTIONS (40 MARKS)

INSTRUCTION(S) : **FOUR (4)** questions based on the given scenarios. Write your answer(s) in the answer booklet provided.

1. You are one of the receptionists at Bayview Hotel, a 5-star boutique hotel. Ms. Sarah is checking-in at the reception counter. She would like to settle her room charges and deposit by cash. **Explain** the procedures in handling cash payment.

(10 Marks)

2. **Describe** the following room status:

- a. Out of Order / O.O.O
- b. Vacant Clean / VC
- c. Do Not Disturb / DND
- d. Make up Room
- e. Occupied Dirty / OD

(10 Marks)

3. **List** and **explain FOUR (4)** factors of effectiveness in the cleaning process.

(10 Marks)

4. **Explain** the advantages of compliance with OSHA standards?

(10 Marks)

PART C : **ESSAY** **(40 MARKS)**
INSTRUCTION(S) : **TWO (2)** Essay question. Write your answer(s) in the answer booklet provided. Your answers must **NOT** be less than **200 words**.



1. The Maid-Call system features a coloured touchscreen inside the room with just the tap of a finger on the screen, the guest can indicate whether they would like their room cleaned or if they do not wish to be disturbed. To avoid staff from disturbing guests with DO NOT DISTURB status, draft a procedure on how to service a guestroom with the said status from the perspective of a Housekeeping Attendant.
(20 Marks)
2. You have been appointed as the New Front Office Manager for Rosewood Hotel & Resorts Pre-Opening Team. Your General Manager Mr. Josh Cullen has instructed all Head of Departments to draft a Standards Operating Procedure (SOP) which related to your respective departments. You are in the midst of updating all SOP and currently you are doing the **“Guest Check In” SOP**. List and Explain with supporting example on the Check in Process/Procedure in a Hotel.
(20 Marks)

END OF EXAM PAPER