



FACULTY OF HOSPITALITY AND TOURISM

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : _____

Course Code & Name : **HOS1313 Accommodation Management**
 Trimester & Year : September – December 2018
 Lecturer/Examiner : Ho Lai Peng
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. 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.
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.

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. Name any **TEN (10)** areas of concern that need to be considered by the hotel security departments. (10 marks)
2. State and briefly describe the **FIVE (5)** categories of keys. (10 marks)
3. As a Front Office Manager of a 4 star hotel, you must think about the character traits necessary to deliver excellent customer service on daily basis.
Select and briefly describe any **TWO (2)** of these character traits that your Front Office staffs need to possess. (10 marks)
4. You are the newly appointed Director of Rooms for Sherwood Hotel – a luxurious 5 star hotel located in the city center of Kuala Lumpur.
You have discovered that your Front Office staff, especially the Receptionist, have poor selling skills – which has contributed to the decline in overall hotel revenue.
You have asked the Front Office Manager to propose any **TWO (2)** incentive programs that will motivate the Front Office staff to achieve better results in in-house sales. (10 marks)
5. You are the Executive Housekeeper of a 5 star business class hotel. Bed and bath linens were purchased 4 years ago. It is time to replace these items.
Determine any **FIVE (5)** factors that should be considered when choosing the new linen items. (10 marks)
6. As the Executive Housekeeper of a 3 star resort located in Tioman Island, you are in-charge of purchasing chemicals that are needed to clean public area toilets.
Name and briefly describe any **FIVE (5)** chemicals that will be purchased. (10 marks)
7. You are a Receptionist who works in Pacific Hotel – a 5 star resort located in Redang Island.
Mr John Cousins, President of Chelsea Football Club is checking in now. This is his first visit to the island. He is travelling with his wife and 10 year old son.
Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Mr Cousins. (10 marks)

END OF EXAM PAPER