

**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**
Trimester & Year : September – December 2019
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 = 9 (Including the cover page)

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 Front Office Manager for Four Seasons Hotel – a luxurious 5 star hotel located in Jalan Sultan Ismail, part of the golden triangle of Kuala Lumpur.
For the past 3 months, you have been observing the Receptionist at work. You discovered that most of them have poor selling skills – which has contributed to the decline in overall hotel revenue.
You have asked the Reception Manager to propose any **TWO (2)** incentive programs that will motivate the Receptionist to achieve better results in in-house sales. (10 marks)
5. You are the Executive Housekeeper of a 5 star business class hotel. The hotel was opened 5 years ago.

Mr Andy Chan, Rooms Division Manager has done spot checks on linen items in the Housekeeping store room yesterday. He informed you that he is unhappy about the conditions of the king size bedsheets. Majority of these items were 'not presentable' and 'look worn out'. You realise that it is time to replace these items.

List and briefly explain any **FIVE (5)** factors that you will need to review when you are selecting the types of king size bedsheets to be purchased. (10 marks)

6. As the newly appointed Assistant Housekeeper Rooms of a 3 star resort located in Mulu National Park, you have received numerous guest complaints about bathrooms last month – e.g. facilities not working properly and insufficient guest amenities.
- You have informed Miss Rosmah, Executive Housekeeper about these complaints. She asked you to determine any **FIVE (5)** areas that need to be improved in the bathrooms to prevent such guest complaints from happening again. (10 marks)
7. You are a Receptionist who works in Contiki Hotel – a 5 star resort located in Redang Island. Mr William Atkinson, Managing Director of McDonald’s UK is checking in now. This is his first visit to the island. He is travelling alone.
- Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Mr Atkinson. (10 marks)

END OF EXAM PAPER