



## FACULTY OF HOSPITALITY AND TOURISM

## SCHOOL OF HOSPITALITY

## FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **HOS1123 Rooms Division Operations**  
 Semester & Year : September - December 2020  
 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 = 7 (Including the cover page)**

**PART B****: SHORT ANSWER TYPE OF QUESTIONS****(70 MARKS)****INSTRUCTION(S)**

: Answer **SEVEN (7)** questions. Write your answer(s) in the answer booklet provided.

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1. (a) State any **TWO (2)** differences between usable and non-reusable guest supplies. (4 marks)  
(b) Provide any **THREE (3)** examples of reusable guest supplies in the bedroom. (3 marks)  
(c) Provide any **THREE (3)** examples of non-reusable guest supplies in the bathroom. (3 marks)
2. List and briefly describe any **TWO (2)** chemicals that are used to clean public area toilets. (10 marks)
3. Name any **TEN (10)** back of the house areas to be cleaned by the Housekeeping department. (10 marks)
4. You are the newly appointed Director of Rooms for Four Seasons Hotel – a 5 star luxurious resort located in Langkawi. The hotel is scheduled to open in December 2020. Select and briefly explain any **FIVE (5)** positions that you will need to hire for Rooms Division. (10 marks)
5. Briefly explain the following terms used in Front Office:
  - (a) Adjoining room (2 marks)
  - (b) No show (2 marks)
  - (c) Guaranteed reservation (2 marks)
  - (d) O.O.S. (2 marks)
  - (e) Skipper (2 marks)
6. Provide the **TEN (10)** steps involved in the process for check in. (10 marks)
7. You are a Receptionist who works in Shangri-La Hotel – a 5 star hotel located in the city center of Kuala Lumpur.  
Mr Kim Hyun Joong, General Manager of Samsung Malaysia is checking in now. This is his first visit to Kuala Lumpur. He is an expatriate from Korea – currently based in Penang. He is travelling with his wife and two children (8 year old son and 5 year daughter).  
Briefly describe any **FIVE (5)** of the hotel facilities that you can recommend to Mr Kim. (10 marks)

**END OF EXAM PAPER**