

**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**
Semester & Year : September - December 2020
Lecturer/Examiner : Ho Lai Peng
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- 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.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 staff need to possess. (10 marks)

4. You are the newly appointed Director of Rooms for Ritz Hotel – a luxurious 5 star hotel located in the city center of Kuala Lumpur.
You have discovered that your Front Office staff do not participate in any upselling activities – which has contributed to the decline in overall hotel revenue.
You have asked the Front Office Manager to identify and describe any **TWO (2)** areas that upselling can be done by the Front Office staff to improve hotel revenue. (10 marks)

5. You are the Executive Housekeeper of a 5 star business class hotel. The hotel opened 3 years ago.
Mr Gerry Cruz, Rooms Division Manager has done spot checks on linen items in the Housekeeping store room last week. He informed you that he is unhappy about the conditions of the bath, hand and face towels. The towels were ‘not presentable’ at all due to the “yellowish” colour. He asked you to explain to him what has happened to the towels.
List and briefly explain any **TWO (2)** factors that have caused this problem to occur. (10 marks)

6. As the newly appointed Executive Housekeeper of a 3 star resort located in Cameron Highlands, you have received numerous guest complaints about cleanliness of bathrooms last month – e.g. stains in toilet bowl and bad odor in the air.

You have discussed these complaints with the Room Attendants and found out that only 1 type of chemical is used during bathroom cleaning – Multi Purpose Cleaner.

Name and briefly describe any **TWO (2)** chemicals that need to be purchased to ensure that bathrooms are cleaned properly. (10 marks)

7. You are a Receptionist who works in Pacific Hotel – a 5 star resort located in Redang Island.

Mr Andy Tan, Director of Marketing of Mamee Malaysia 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 suggest to Mr Tan. (10 marks)

END OF EXAM PAPER