

**FACULTY OF HOSPITALITY AND TOURISM****SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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

Student ID (in Words) :

Course Code & Name : **HOS1504 Rooms Division**
Semester & Year : September - December 2022
Lecturer/Examiner : Siti Fariza Muhamad Amin
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- 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 (60 marks) : SIX (6) short answer type of questions. Write your answer(s) in the answer booklet provided.**
 - PART C (20 marks) : ONE (1) scenario question. 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 = 7 (Including the cover page)

PART B**: SHORT ANSWER TYPE OF QUESTIONS****(60 MARKS)****INSTRUCTION(S)****: Answer SIX (6) questions. Write your answer(s) in the answer booklet provided.**

1. Mr Stanley Goh is staying in a superior room for 4 nights with a room rate of RM350 nett per night. She will be settling his account by cash. During check in, she mentioned that he requires an extra bed in his room. An extra bed cost RM85.00++.
 - (a) How much the cash **DEPOSIT** to be collected from the guest for his **ROOM ONLY** during check-in? (4 marks)
 - (b) What is the total cost of the extra bed? (6 marks)
2. Differentiate **GUARANTEED** and **NON-GUARANTEED** reservation. (10 marks)
3. Briefly explain the following terms used in Front Office:
 - (a) Triple sharing (2 marks)
 - (b) Due Out (2 marks)
 - (c) Overbooking (2 marks)
 - (d) Rack rate (2 marks)
 - (e) Complementary (2 marks)
4. Deep cleaning involves some tasks that require housekeeping department to work coordination with the maintenance department. Relate the **FIVE (5)** tasks involved in deep cleaning. (10 marks)
5.
 - (a) Explain the term 'On Premise Laundry'. (4 marks)
 - (b) List any **THREE (3)** advantages of 'On Premise Laundry'. (3 marks)
 - (c) List any **THREE (3)** disadvantages of 'On Premise Laundry'. (3 marks)
6. Cleaning processes in housekeeping can be either manual or mechanical.
 - (a) Define manual cleaning methods and briefly explain **FOUR (4)** methods of it. (5 marks)
 - (b) Define **manual** cleaning methods and briefly explain **FOUR (4)** methods with equipment used of it. (5 marks)

PART C

: SCENARIO QUESTION

(20 MARKS)

INSTRUCTION(S)

: Answer **ONE (1)** question. Write your answer(s) in the answer booklet provided.

You are the Room Attendant who is responsible to ensure the cleanliness of the 11th floor of Tanara Hotel, a 4-star hotel with 200 rooms. While cleaning the checkout room, you found a leather bag on the luggage rack in room 1109. The leather bag is black in color and has an initial 'IH' on the brand tagging. The bag is quite heavy, and it seems like a laptop bag with Fossil brand.

As an experienced Room Attendant, please identify the lost and found policies and procedures set by the hotel in handling this situation.

(20 marks)

END OF EXAM PAPER