

**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 : **HOS1123 Rooms Division Operations**
Semester & Year : September – December 2023
Lecturer/Examiner : Siti Fariza Muhamad Amin
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 = 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. Draw a simple sequential room numbering style applied in hotel (10 marks)

 2. Briefly explain the following terms used in Front Office Department: (10 marks)
 - a) VR
 - b) VC
 - c) VD
 - d) OC
 - e) OD

 3. Define the following front office terminology (10 marks)
 - a) Sleep-out
 - b) Due out
 - c) Farm out
 - d) Skipper
 - e) Lock-out

 4. Stress the importance on why housekeeping department as to work closely with the following departments: (10 marks)
 - a) Front Office
 - b) Security
 - c) Food and Beverage
 - d) Maintenance
 - e) Sales and Marketing

 5. Cleaning agents are applied using different methods.
 - a) List **FIVE (5)** methods of cleaning. (5 marks)
 - b) List out **FIVE (5)** types of manual cleaning equipment. (5 marks)

 6. Briefly elaborate the various problems that are usually faced by the Room Attendant during the cleaning of a guestroom. (10 marks)

 7. Create the dialog conversation for phone reservations. (10 marks)

END OF EXAM PAPER