

FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : **DHM1102 : Accommodation Management**

Date of Examination : December 9, 2015 (Wednesday)

Time : 2:00 pm – 4:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Section A: THIRTY (30) Multiple Choice questions. Answer ALL the questions.

Section B : Short answer questions. Answer ALL the questions.

IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL

Materials permitted :
Nil

Materials provided :
OMR Sheets

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Moderator : En Muhamad Fauzi Mokhtar

This paper consists of 10 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)
DHM1102: ACCOMMODATION MANAGEMENT
FINAL EXAMINATION: AUGUST 2015 SESSION

Section A : Multiple Choice Question (30 marks)

Instructions: This section consists of **THIRTY (30)** questions. Answer **ALL** questions in the **OMR** sheet provided.

1. The term "Accommodation" can be best described as:
 - A. A premise that provides shelter and free from harm.
 - B. The basics of human needs according to Maslow.
 - C. Housekeeping chores that is done at home.
 - D. The art of bed making.
 - E. All of the above.

2. Which below is the **CORRECT** objective of housekeeping department?
 - A. To conform to sanitation requirement of health law.
 - B. To keep the environment safe and free from strangers.
 - C. To develop new current service styles in housekeeping.
 - D. To ensure the front office personnel sell the room so that it will not go to waste.
 - E. All of the above.

3. A public area attendant usually reports to:
 - A. Houseman
 - B. Room Supervisor
 - C. Assistant Housekeeper
 - D. Public Area Supervisor
 - E. None of the above

4. Osmologically clean is term used to describe:
 - A. A very high standard of cleaning.
 - B. A very intensive cleaning method like surgical theatres.
 - C. A type of cleaning standard usually performed in hospitals.
 - D. A standard of cleaning that involves sanitizer and disinfectants.
 - E. All of the above.

5. Which of the below inventories is available at the refreshment center in the bedroom?
- A. Coffee and Tea container
 - B. Minibar refrigerator
 - C. Coffee Machine
 - D. Mineral water
 - E. All of the above.
6. Blood stain cannot be cleaned with _____ because it contains protein.
- A. Warm water.
 - B. Cold water.
 - C. Hot water.
 - D. Alcohol.
 - E. All the above
7. What is OSHA?
- A. Organization of Safe Hotel Association.
 - B. Occupied and Safe Hotel Arrangement.
 - C. Occupational Safety and Health Act.
 - D. Organized Safety in Hotel Act.
 - E. None of the above.
8. A hotel room status which cannot be sold due to major defects such as marble floor to be replaced is also known as:
- A. OOO.
 - B. OOS.
 - C. VC.
 - D. VD.
 - E. None of the above

9. _____ is an equipment used for crystallization, polishing and buffing job in cleaning surfaces.
- A. Wet mop
 - B. Steam Vacuum
 - C. Rotary Machine
 - D. Vacuum Cleaner
 - E. None of the above.
10. Select the **CORRECT** details used to record lost and found item?
- A. Room number and founder's name.
 - B. Room number, date found and item description.
 - C. Date, room number, item description and founder's name.
 - D. Date, room number, founder's name and guest's name.
 - E. None of the above.
11. Which of the following section is known as "Nerve Centre" for Housekeeping?
- A. Laundry
 - B. Linen Room
 - C. Housekeeping Control Desk
 - D. Horticultries
 - E. All the above
12. The following are reusable room supplies in room **EXCEPT**:
- A. Coat brush
 - B. Coat Stand
 - C. Show Horn
 - D. Shower Cap
 - E. All the above

13. Define the term Spring Cleaning.
- A. To maintain an agreed standard of cleanliness.
 - B. A term use for periodic or annual cleaning of the hotel guestrooms or other areas.
 - C. A service room provided on each floor for room attendant to store cleaning agents, equipment, guest supplies, linens and maid card.
 - D. Intensive or specialized cleaning undertaken in guestroom or public areas, often conducted according to special schedule or on a special project basis.
 - E. None of the above.
14. A place where soiled linen are transfer through a passage door from the pantry to the laundry room.
- A. Laundry.
 - B. Linen Chute.
 - C. Sewing Room.
 - D. Uniform Room.
 - E. All the above.
15. Which of the following is **TRUE** about a night Supervisor responsibility?
- A. Plan the order of work according to priority.
 - B. Clear departure rooms to front office if necessary.
 - C. Organized special cleaning of rooms as required.
 - D. See that all lost and found articles are deposited with the control desk.
 - E. All the above.
16. _____ is a method to bring back a shiny finishing on marbles surface.
- A. Buffing
 - B. Polishing
 - C. Shampooing
 - D. Crystallization
 - E. Hydro-extraction

17. A situation whereby the physical condition of the room is not similar as generated on the room status report.
- A. Room discrepancy.
 - B. Room inspection.
 - C. Room status.
 - D. Room check.
 - E. None of the above.
18. What is the number of 'par' stock of bed sheets for a hotel with 300 rooms?
- A. 1200
 - B. 600
 - C. 900
 - D. 150
 - E. None of the above.
19. Which below is the **CORRECT** area sequence while cleaning a guestroom?
- A. Bathroom, bedding, wardrobe and writing table.
 - B. Entrance door, wardrobe, bedding, bathroom and writing table.
 - C. Writing table, refreshment, bedding, bathroom and entertainment.
 - D. Entrance door, wardrobe, refreshment, entertainment, writing table, bedding and bathroom.
 - E. None of the above
20. Why does a public area attendant has to practice block method while performing cleaning functions?
- A. To allow guest to move around with less disturbance.
 - B. Because the public area attendant is busy.
 - C. Because it is a better method of cleaning.
 - D. Because other areas are busy.
 - E. All of the above.

21. If there is a lizard or cockroach found in a room, what is the next action the room attendant must take?
- A. Run away.
 - B. Kill it and throw it off.
 - C. Take it alive and keep in a bottle then report to supervisor.
 - D. Report to supervisor and the supervisor will call the pest control personnel.
 - E. None of the above.
22. A _____ is a person who mends torn articles and linen or sews discarded rags for the housekeeping department.
- A. tailor
 - B. seamstress
 - C. linen attendant
 - D. laundry attendant
 - E. None the above.
23. How does a laundry attendant sort out linens in the sorting area?
- A. Separate it by its' different material.
 - B. Arrange them in a bundle by type.
 - C. Separate it by color.
 - D. Separate it by sizes.
 - E. All of the above.
24. After complete cleaning out a check – out room, what is the return status of the room?
- A. D/O
 - B. VI
 - C. VC
 - D. VD
 - E. PU

25. Which below is categorized as an invaluable lost and found item?
- A. Gold Necklace
 - B. Laptop
 - C. iPad
 - D. A deodorant
 - E. All of the above.
26. Acid is used to clean hard surfaces such as cement stains on tiles. While transferring acids from bottles, what material is best used to contain acid?
- A. Porcelain
 - B. Plastic cup
 - C. Glass bottle
 - D. Aluminum can
 - E. All of the above
27. Executive housekeeper main responsibility is to control administration and budget of the department. What is the considered as the Fixed Asset budgets?
- A. Furniture and Fixtures
 - B. Bricks and Stones
 - C. Cleaning tools
 - D. Linen
 - E. All the above
28. Housekeeping personnel disciplinary is under the surveillance of Supervisors. Negative discipline can be controlled by:
- A. Pulling the employee away from others and council him personally.
 - B. Ask for help from Assistant Housekeepers.
 - C. Punish the person with physical tasks.
 - D. Award them with warning letter.
 - E. All of the above.

29. Which of the following must be considered while purchasing supplies for the department?
- i. Right Quality
 - ii. Right Quantity
 - iii. Right Material
 - iv. Right Price
- A. i,ii and iii
 - B. i, ii and iv
 - C. i and ii
 - D. ii and iv
 - E. All of the above
30. Considering you are performing turndown service in the bedroom, select the **CORRECT** sequence stated below?
- i. Mend the bed and lay the floor mat and slippers at the bedside
 - ii. Empty trash and take out in-room service tray
 - iii. Close the curtain and turn on the soft music
 - iv. Turn off all lights except the foot light
 - v. Put in ice in the ice bucket
- A. i, ii, iii, iv and v
 - B. ii,iv,iii,v and i
 - C. iii, ii, i, v and iv
 - D. v, ii, iii, i and iv
 - E. None of the above

Section B : Answer ALL questions. (70 marks)

Question 1

Explain the terms below :

- (a) Spray Jet
- (b) Rainbow vacuum
- (c) Heavenly Bed
- (d) Maintenance in Progress
- (e) Room Inspection List

(10 marks)

Question 2

Provide **FIVE (5)** objectives of the housekeeping department.

(10 marks)

Question 3

List **TEN (10)** criteria in appraising employees in Housekeeping Department.

(10 marks)

Question 4

Describe **FIVE (5)** reasons why does hotel management consider hiring contractors instead of employee to perform certain cleaning tasks.

(10 marks)

Question 5

Provide at least **FIVE (5)** advantages and **FIVE (5)** disadvantages of outsourcing contracts.

(10 marks)

Question 6

(a) Give **FIVE (5)** importance of teamwork to a supervisor.

(5 marks)

(b) List down **FIVE (5)** supervisory positions in the Housekeeping Department.

(5 marks)

Question 7

Provide **TEN (10)** examples of operating expenses in the Housekeeping Department.

(10 marks)

-THE END-

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