

**FINAL****ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2020Programme : Diploma In Hotel Management (DHMN/DHM)Course : DHM1103 :Front Office ManagementDate of Examination : August 3, 2020 (Monday)Time : 4:00 pm – 6:30 pm Reading Time : NilDuration : 2 hour 30 mins**Special Instructions** :Answer ALL questions.Material permitted : NILMaterials provided : NILExaminer(s) : Eti Farah Zainuddin & Jeff Lim Chang WeiChief Moderator : Mr Shazeel Ali Sardar Ali*This paper consists of 6 printed pages, including the cover page*

**INSTRUCTIONS TO STUDENTS:**

**Please read ALL the below-listed instructions carefully before you attempt your assessment.**

1. You have exactly **2.5 (two and a half) hours to solve the exam**. The exam starts now – **4.00pm on (1<sup>st</sup> August 2020) and ends at 6.30pm today**. Your answer should be **uploaded to the assessment safe assign folder by 6.30pm (1<sup>st</sup> August 2020)**
2. **ABSOLUTELY NO EXTENSIONS**. Late submission will be will be subjected to a **marks deduction of 50%**.
3. The exam **MUST** be taken completely alone. Any discussion among classmates or other students in the course or senior course mates who have completed this course is forbidden.
4. You may NOT consult any external resources. This means NO Internet searches, materials from other classes or books or any notes you have taken in other classes etc. You MAY NOT use Google or any other search engines for any reason. You MAY NOT use any shared Google documents.
5. Any source taken from books, notes etc HAS TO BE CITED with referencing, DO NOT COPY AND PASTE but write in your own understanding and paraphrase.
6. **PARAPHRASING TOOLS are NOT ALLOWED**, any answers detected using PARAPHRASING TOOL will be automatically awarded 0 marks.
7. Answer Format
  - Your answers **MUST BE TYPED using Microsoft Words**. Your answers should be arranged in sequence (starting with Q1a,Q1b, Q2, etc.) and labelled properly.
  - Your answer should adopt the format of an academic piece of report work. Write in fluent, understandable, formal English.
  - You are required to produce your answers within the required word counts as stated at every question.
  - Please make sure that you save your answers in a ***different document OR please remove all the instructions and exam questions*** so that the Safe Assign tool will not include those parts in its assessment of your document
8. Additional requirement to the overall answer presentation
  - a. Student ID Number on each page (Header).
  - b. Page number on each page (Footer)
  - c. Font type: Arial
  - d. Font size: 12
  - e. Line spacing: 1.5
9. SafeAssign
  - a. You are required and given **ONE (1)** attempt to submit your work to SafeAssign via Blackboard. The similarity should not exceed **25%**.
  - b. Should the similarity exceeded 25%, penalty will be imposed as per below measurement:
    - 0%-25% -- no penalty

- 26%-50% --30% deduction from total grading
  - 51%-80% -- 50% deduction from total grading
  - 80% - 0 mark
- c. **PLEASE TAKE NOTE:** Only **Microsoft Word Document File Format** is **ACCEPTED**. Any other **FORMAT UPLOADED WILL NOT BE MARKED!**
10. **NO REQUEST** of help or a second chance **will be entertained** IF **PLAGIARISM RATE** is **MORE THAN 25%**. Automatically marks **WILL BE DEDUCTED**.
11. Marking is based on **QUALITY** of your answers the more **UNIQUE/CREATIVE/ORIGINAL** your answer is the **BETTER YOU SCORE!**

*Good Luck.*

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DHM 1103 : FRONT OFFICE MANAGEMENT  
FINAL ALTERNATIVE ASSESSMENT : APRIL 2020 SESSION

**Section A (70 marks)**

**Instructions:** This section consists of **FOUR (4)** short answer questions. Answer in Word document saved as “Your Name” DHM1103 Finals Answer. You may arrange your answers in numbers or bulleted format – labeling it properly under each question.

**Question 1**

(20 Marks)

Front Office and Housekeeping relies on the status of room readiness and cleanliness. Using the below room statuses; describe what is the use of these statuses to Front Office and Housekeeping by comparing them in the chart below :

<b><u>ROOM STATUS</u></b>	<b><u>FRONT OFFICE</u></b>	<b><u>HOUSEKEEPING</u></b>
Stayover Room		
On-change Room		
Sleep-out Room		
Scanty Baggage		
Out-Of-Order Room		

**Question 2**

(15 Marks)

List and briefly describe any **FIVE (5)** types of room rates that is quoted upon reservation or check in and who these rates are extended to.

**Question 3**

(15 Marks)

List and explain the uses of **FIVE (5)** city ledger accounts

**Question 4**

(20 Marks)

Explain the **TEN (10)** Steps of Guest Check In and how Opera System is used in each step

**Section B (30 marks)**

**Instructions:** This section consist ONLY ONE (1) essay question. Answer in Word document saved as “Your Name” DHM1103 Finals Answer.

The below situation describes what Mr. Joaquin Smet went through when he arrived in Malaysia to attend an important merger meeting at KLCC. Mr. Smet is a Scandinavian citizen and manages all the foreign acquisitions for the corporation; Starwood Management Services. Read and understand his situation and answer in an essay format not more than 1,000 words.

*Mr. Smet has just arrived from in the KLIA1 airport after a 12 hour delay flight from Dubai. He is tired and has to chair a meeting at KLCC at 8am sharp. He has had no chance to go through his presentation and it is his first time in Malaysia (and also in a tropical country). Upon collecting his luggage, he proceeded to exit to the arrival lobby looking for the Inti International Hotel Car Service. He was no driver holding out his name and decided to wait at a coffee shop nearby. After 45 minutes; a driver came up to him and apologized profusely in broken English. The driver collected Mr. Smet’s luggage and led him to the car which is parked 700 meters away from where they are. The car ride was uncomfortable, because the driver put on the music too loud, and the air cond was set at 25degrees. The car smells of cigarette, there are tissues stuck in between the seats and coffee stains on the window.*

*When Mr. Smet arrives, he was not greeted upon arrival because the door attendants were busy talking to each other. The driver did help with his luggage, lead him to the Front Office counter and left without excusing himself. At the counter; Mr. Smet was warmly greeted by the Receptionist. He gave his details & informed that he had made a reservation. The receptionist could not locate his reservation and had misspelled his name as Smith, Samit and Summit despite Mr. Smet patiently spelling his name out and handing her his identification. She did not even look at the passport given; and continue to search for his reservation. She then made a dissing sound and decided to do a walk in check in and still misspelled his name as Joaquin Smith. She took more than 15 minutes to complete the check in and never once, acknowledge Mr. Smet that stood in front of her for almost 25 minutes now. When check in is complete, the receptionist did not do any closing service and did not provide further information but signaled to the bell person grudgingly, to accompany Mr. Smet to his room. Mr. Smet inquired if his rates are inclusive of breakfast and the receptionist smirks and simply replied “Please check your key holder sir”.*

*When he got to the room; it was sweltering hot and the bell person did not even bother to provide a room orientation and then simply drop his luggage. He then sticks out his palm (a motion asking for a tip) but when Mr. Smet ignored him, the bell person left without taking leave. Mr. Smet spends another 15 minutes figuring out how to turn the aircond which uses a Universal Room Control Pad. By this time, Mr. Smet is too tired to even complaint. He turned on the water but for some reason the water was very hot and he had to shower in the scalding hot water. When he came out; his room was also very hot; and despite decreasing the temperature to 18°C – it is still hot and soon enough, he has started to sweat. He called reception to complaint; but had to call 3 times before his call was picked up. Then the receptionist was unable to converse well in English and had simply made him more frustrated especially when he kept repeating his issues. He then decided to order Room Service and was greeted joyfully by the person receiving the call who acknowledges him as Mr. Smet and was able to converse in English well. His room service arrived as expected and he was also given a Malaysian dessert FOC and a welcome note.*

- a) List **10 (TEN)** mistakes or problems that was encountered by Mr. Smet. Explain what are the implications of these mistakes or problems to the hotel from the customer point of view.  
(20 marks)
- b) Describe at least **2 (TWO)** type of trainings that you would conduct for all the Front Office staff in this hotel – base on the the situations that Mr. Smet had encountered. Explain your reasons, objectives of the training and who is it for.  
(10 marks)

**-THE END-**