

FINAL
Alternative Assessment

(COVER PAGE)

Session : April 2021

Programme : Diploma in Culinary Arts (DCAN)
Diploma in Hotel Management (DHM/ DHMN)

Course : **DHM 1102: Accommodation Management**

Date of Examination : 29 July 2021 (Thursday)

Time : 12:00pm – 5:00pm Reading Time : Nil

Duration : 5 hours

Special Instructions :

Answer **ALL** questions.

Materials permitted :

Nil

Materials provided :

Nil

Examiner (s) : **Mr. Shazeel Ali Sardar Ali**, Ms. Zaharin Hj, Ali

Chief Moderator : Ms. Siti Nur Ahmad Kamaruddin

This paper consists of 5 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHM/DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DHM 1102: ACCOMMODATION MANAGEMENT
FINAL ALTERNATIVE ASSESSMENT: APRIL 2021 SESSION

PART A – CASE STUDY. Answer all questions.

(50 Marks)

Oh No! You have ruined clothes? Dry Cleaning Guest have RIGHT!



The ribbon on the sweater was what had caught my eye, though it turned out to be anything but a winner. It is a tan Mister Rogerson's was cutesier up with the matching ribbon that trimmed the edges of the cotton item. But an errant penne pasta landed it at an Oakland County dry cleaner.

The sweater, from Target, hardly merited signing a release that cleaners make you sign with more complicated garments, perhaps one decorated with leather accents or extensive beading.

This was a simple job, until I picked it up. The ribbon was ruined — and with it, the sweater. (My only other experience with dry cleaning errors was when as a teenager, my 1990s-hip white summer dress, made out of crinkled silk, came back smooth and hangdog, looking like Emily Dickinson's nightgown.)

When I pointed out the ribbon, the busy counter attendant offered to follow up with me later. And she did.

After the dry cleaner assessed the age of the sweater, its original price and its current state, I got a \$27 credit, \$7.05 of which was the cleaning charge. I asked for the sweater back. I thought I could resurrect it, but I was told it was needed for insurance purposes — an answer I later found out wasn't correct.

That was OK with me, but not every mishap ends as smoothly. The Better Business Bureau reported receiving 2,691 complaints against dry cleaners nationally last year.

Zlati Meyer Detroit Free Press published at 11.57pm

Questions:

Q1. As a Laundry Attendant, suggest **FIVE (5)** ways you can solve the problem of damaging a guest laundry. (20 Marks)

Q2. Explain **FIVE (5)** criteria if you are to select an External Laundry operator to handle the laundry for the hotel. (20 Marks)

Q3. Explain **FIVE (5)** disadvantage of outsourcing an external dry cleaning operation. (10 marks)

PART B – CASE STUDY. Answer all.

(25 Marks)

Using Fireproof Materials is Important

The 26/11 the extreme fire accident to The Mahal Palace and Resort put a big question mark on the safety and security measures in Hotels. The extent of damage, especially the Mahal property was extensive. Many antique pieces of artifacts, furniture and exquisite carpets were destroyed in the raging fire.

Post analysis of the carriage revealed that the tragedy at the Mahal Palace would have been more extensive for two major factors in restricting the fires.

Firstly, the grand Mahal property had specially designed guest room doors. These are called FPDs or fire proof doors. But for these doors, the fire would have spread from room to room extremely and rapidly. The FPDs actually proved to be a major hindrance in the spreading of fire.

Secondly, the curtains, mattresses, and sheets were all treated with a fire proof finish. This further prevented the fire from spreading rapidly. A lot of casualties at The Mahal Palace were due to asphyxiation from smoke rather burns due to the fire.

**(Hindustan Times, Mumbai | By Steffy Thevar)
UPDATED ON NOV 23, 2018 09:22 AM IST**

Questions:

Q1. What are the role of Housekeeping Department in preventing any possible fires mishaps in the Hotel?

(10 marks)

Q2. Describe in detailed on FPDs information used in hotel rooms.

(5 marks)

Q3. As an employee, what are your roles in providing safety during a fire accident?

(10 marks)

PART C. CASE STUDY Answer All

(25 Marks)

A Loss for Hotel Blue Garden

Maxus Luke, the Assistant Front Office Manager of Hotel Blue Garden in Florida takes a reservation for one of the Lakeview suites for a guest. He informs the Housekeeping Supervisor, Rohan at the Housekeeping control desk regarding the same, asking him to keep the Lakeview suite ready for an arriving guest within half an hour.

The guest, Mr. Hans Isaac arrives shortly and to speed up the matter, Maxus dials up the Lakeview suite extension to speak to the GRA there. He asks the GRA if the room is ready. The GRA informs him that he is nearly through with the servicing of the room.

Mr. Isaac is escorted to the room with his luggage and he arrives at the door to find it blocked by a maid's cart. The Bell Boy apologizes to him and moves the cart out of the way. The guest then enters his suite to find the GRA in the process of cleaning the bathroom and the bed was stripped.

A tired Mr. Isaac calls up his travel agent and asks to be accommodated in another hotel.

Questions:

Q1. What was the error performed by these staffs?

- a. Maxus Luke
- b. Rohan
- c. The GRA

(15 marks)

Q2. Provide the correct standard operating procedures in rooms preparation involving Housekeeping and Front Office department for an arriving guest.

(10 marks)

--THE END--

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