



FINAL
Examination Paper

(COVER PAGE)

Session : August 2014

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : DHM1102 : Accommodation Management
HMG1112 : Housekeeping Operation

Date of Examination : December 10, 2014 (Wednesday)

Time : 8:00 am – 10:00 am 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

Materialspermitted :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Mr Shazeel Ali bin Sardar Ali, Ms Siti Fariza binti Muhamad

Moderator : Mr Muhamad FauziMokhtar

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME(DHM)
DHM1102: ACCOMMODATION MANAGEMENT
HMG1112 : HOUSEKEEPING OPERATION
FINAL EXAMINATION: AUGUST 2014 SESSION

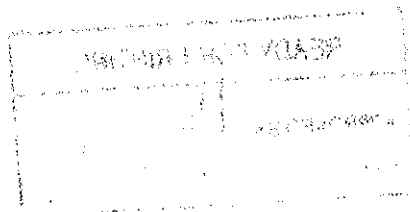
Section A : Multiple Choice Question (30 marks)

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

1. To whom does the Executive Housekeeper in a 5 star hotel report to?
 - A. Resident Manager
 - B. General Manager
 - C. Operation Manager
 - D. Rooms Division Manager
 - E. Executive Assistant Manager

2. Room attendant normally supervised by?
 - A. Executive Housekeeper
 - B. Housekeeper
 - C. Floor Supervisor
 - D. Housemen
 - E. Housekeeping Manager

3. In a 5 star hotel, it is essential that staff in housekeeping department work in close liaison with the:
 - A. Front Office
 - B. Engineering
 - C. Security
 - D. F&B
 - E. All the above



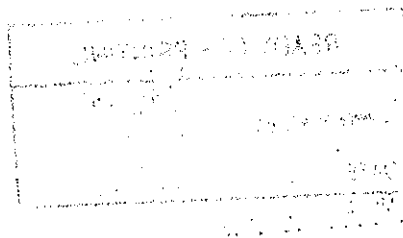
4. What is the function of a Linen Keeper in the Linen Department?
 - A. Issue staff uniform
 - B. Collect soiled table cloths
 - C. Count cleaned napkins
 - D. Check periodically the condition of hotel linen and uniform
 - E. All the above

5. The sequence for a guest room cleaning consists of:
 - A. Remove dirty linens
 - B. Make the bed
 - C. Dusting
 - D. Clean the bathroom
 - E. All the above

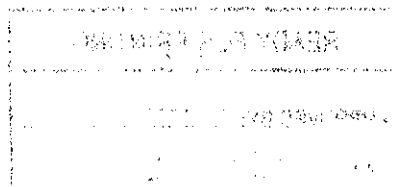
6. Which of the following is the sequence of cleaning a room guest bathroom?
 - A. Shower area, vanity top, toilet bowl, floor and bathtub
 - B. Bathtub, shower area, toilet bowl, vanity top
 - C. Vanity top, toilet bowl, shower area, bathtub
 - D. Shower area, vanity top, bathtub and toilet bowl
 - E. Toilet bowl, vanity top, shower area and bathtub

7. To ensure that comfort is maintained in a hotel, the mattress should be turned:-
 - A. 1 month
 - B. 2 months
 - C. 3 months
 - D. 4 months
 - E. All the above

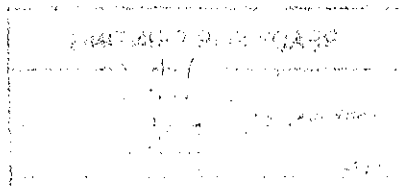
8. When the guest bathroom water is rusty, what is the room status?
 - A. DND
 - B. Vacant Dirty
 - C. Block for Maintenance
 - D. Out of Order
 - E. Inspections



9. If the status of guest room number 1206 is VD, what does it means?
- A. A guest had just check in
 - B. A guest has sleep out
 - C. A guest has check out
 - D. The room attendant is cleaning the room
 - E. None of the above
10. Which of the following machine is **NOT** use in cleaning of floor?
- A. Vacuum Cleaning
 - B. Flat Ironer
 - C. Scrubbing Machine
 - D. Buffing Machine
 - E. Hot Water Extraction
11. During the wet mopping of a floor surface in the hotel, whose responsibility to observe?
- A. Duty Manager
 - B. Security Manager
 - C. Public Area Supervisor
 - D. Housekeeper
 - E. None of the above
12. When calculating staff strength, it must be remembered that each hotel will have its individual requirements. What are the requirements?
- A. The type of Hotel
 - B. The location of the hotel
 - C. The quality of work expected
 - D. The occupancy rate of the hotel
 - E. All the above



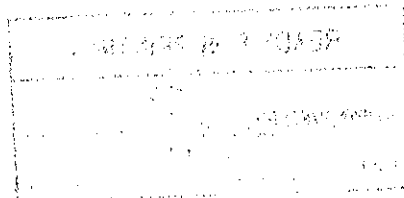
13. The following factors are taken into consideration when deciding on the area and layout of Housekeeping Department:
- A. Total number of guestrooms
 - B. Number of function rooms
 - C. Amount of manpower needed
 - D. Volume of business anticipated
 - E. All the above
14. Identify the machine use to iron bed sheets and napkins in the Laundry Department in a 5 star hotel:
- A. Iron
 - B. Industry Ironer
 - C. Commercial Ironer
 - D. Flatwork Ironer
 - E. All the above
15. Which of the following attribute is essential for a person to be appointed in Housekeeping Department of a 5 star hotel
- A. Courtesy
 - B. Trustworthy
 - C. Discipline
 - D. Punctuality
 - E. All the above
16. The hotel staff can get their uniform replaced from:
- A. Laundry
 - B. Linen Room
 - C. Uniform Room
 - D. Sewing Room
 - E. All the above



17. Which of the following section is known as "Nerve Centre" for Housekeeping?
- A. Laundry
 - B. Linen Room
 - C. Housekeeping Control Desk
 - D. Horticulturists
 - E. All the above
18. What does Housekeeping refers to?
- A. Room Cleaning Only
 - B. Floor Cleaning
 - C. All cleanings only
 - D. Keeping entire premises clean, attractive and comfortable
 - E. None of the above
19. Which of the following is **NOT** a bathroom supply?
- A. Toothbrush
 - B. Cotton Bud
 - C. Shampoo
 - D. Body Lotion
 - E. Sugar Cubes
20. Minimum amount of linen item required for efficient functioning of Housekeeping Department is refers to?
- A. Required Stock
 - B. Order Stock
 - C. Stock Check
 - D. Par Stock
 - E. None of the above

21. Which of the following is known as Universal Solvent?
- A. Water
 - B. Alkalis
 - C. Acid
 - D. Aqua Regia
 - E. None of the above
22. Lipstick stain can be remove by:
- A. Washing up soap
 - B. Washing with alkali
 - C. It cannot be remove
 - D. Apply Glycerin and Methylated Spirit
 - E. All the above
23. The **main** reason why quality control procedures should be used is to:
- A. To maintain an agreed standard of cleanliness
 - B. Allow checking of staff work
 - C. Obtain a record of staff duties carried out
 - D. Ensure staff is motivated
 - E. None of the above
24. Safety sign such as "**Be careful**"-**floor is slippery**, is used for safety purposes in housekeeping. Which of the following areas will be inappropriate to display such sign?
- A. When public toilets are being cleaned
 - B. When marble flooring being stripped
 - C. When the marble floor being polished
 - D. When the guestroom being cleaned
 - E. None of the above
25. If a diamond bracelet is found in a checked room, what should the Chambermaid do?
- A. Keep it in a safe place
 - B. Go to the front desk and checked if the guest is still around the lobby
 - C. Immediately surrender to Executive Housekeeper to be recorded
 - D. Immediately surrender to Floor Supervisor to be recorded
 - E. Immediately surrender to Security Department

26. Following are some possible advantages of outsourcing **EXCEPT**:
- A. Good contract firms provide skilled housekeeping staff
 - B. The contractors are accountable for the results
 - C. There are no capital outlay for equipment
 - D. Accurate budgeting can be done for a fixed period
 - E. There may be problems regarding security
27. Following are the general duties and responsibilities of Supervisor in a Housekeeping department **EXCEPT**:
- A. To ensure that the staff are aware of their hours of work
 - B. To inspect and record room status regularly
 - C. To arrange for induction and training of staff
 - D. To regularly apprise managers of individual staff performances
 - E. All the above
28. OPL stands for:
- A. On Premises Laundry
 - B. Off Premises Laundry
 - C. Open Personal Laundry
 - D. Odd Premises Laundry
 - E. None of the above
29. Which of the following statement is **FALSE**?
- A. Mattress is made from spring
 - B. Headboard is used for decorations
 - C. Bedspread are cleaned every two months
 - D. Pillow can be wash
 - E. None of the above



30. The head of the laundry section in Housekeeping is call?

- A. Valet
- B. Laundry Supervisor
- C. Laundry Manager
- D. Laundry Attendant
- E. None of the above

Section B :Answer ALL questions:(70 marks)

Question 1

State **TEN (10)** standard operating procedures of servicing a guest room.

(10 marks)

Question 2

Explain this terms:

- (a) Skipper
- (b) Sleeper
- (c) Check Out
- (d) Due Out
- (e) Double Lock Room

(10 marks)

Question 3

State the procedures of a “**Turn Down Service**” in a hotel room.

(10 marks)

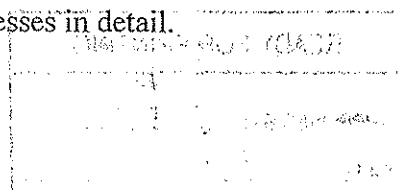
Question 4

State **TEN (10)** activities in the Linen Room and Uniform Room.

(10 marks)

Question 5

Explain **FIVE (5)** laundry processes in detail.



(10 marks)

Question 6

State **TEN (10)** areas of cleaning for Public Areas.

(10 marks)

Question 7

Explain **FIVE (5)** important of a "Par Stock".

(10 marks)

-THE END-

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