

FINAL
Examination Paper

(COVER PAGE)

Session : January 2018

Programme : Diploma In Hotel Management (DHM)

Course : **DHM1102 : Accommodation Management**

Date of Examination : March 3, 2018 (Saturday)

Time : 8:00 am – 10:00 am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

Section B: Answer **ALL** questions in the answer booklet provided.

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

Materials permitted : Nil

Materials provided : OMR Sheets

Examiner (s) : **Chef Shazeel Ali Sardar Ali**

Moderator : Mr Muhammad Fauzi Mokhtar

This paper consists of 8 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHM)
DHM1102: ACCOMMODATION MANAGEMENT
FINAL EXAMINATION: JANUARY 2018 SESSION

Section A (30 marks)

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

1. Rooms Division consists of elements below **EXCEPT**:
 - A. Front Office
 - B. Housekeeping
 - C. Engineering
 - D. Admin Office

2. Housekeeping job responsibilities will be:
 - A. Provide uniform for all staff
 - B. Deal with Lost and Found
 - C. Select the contractors and ensure quality work
 - D. All of the above

3. Housekeeping areas of responsibilities is:
 - A. Administrative Office
 - B. The Hotel Outlets
 - C. Public Toilets
 - D. All the above

4. Housekeeping staff can be divided into 3 categories **EXCEPT**:
 - A. General Manager
 - B. Supervisory
 - C. Rank and File
 - D. Management

5. Below are the Executive Housekeeper job responsibilities **EXCEPT**:
 - A. Hire New Employees
 - B. Issue floor keys to chambermaid
 - C. Organize, supervise, and coordinate work to all housekeeping personnel
 - D. None of the above

6. Housekeeping personal attribute consists of:
 - A. Pleasant personality
 - B. Eye to Detail
 - C. Punctuality
 - D. All of the above

7. Housekeeping Job Description covers:
 - A. Job Profile
 - B. Scope of Work
 - C. Hours of work
 - D. All of the above

8. Below are the lists of Job Specification for Housekeeping employee **EXCEPT**:
 - A. Educational Qualification
 - B. Salary
 - C. Age Limit
 - D. Language Skills

9. What does a room meant to a guest who stays in a hotel?
 - A. Comfort
 - B. Privacy
 - C. Cleanliness and Hygiene
 - D. All the above

10. Hotel can be classified according to which of these criteria?
 - A. Price and Function
 - B. Location and market segment
 - C. Distinctiveness of style
 - D. All above

11. Terms for Room Status are?
 - A. A situation in which the housekeeping department's description of a room differs from the room status information with front office
 - B. A report that allows the housekeeping department to identify the occupancy. It generated daily through two way communication between housekeeping and front office
 - C. Is the status of a guestroom that is not rentable because it is being repaired?
 - D. None of the above

12. A term for Day Use is?
- A. Guest check in without a reservation
 - B. Guest uses room for half a day
 - C. Guest makes a reservation and failed to arrive
 - D. None of the above
13. Housekeeping department consists of:
- A. Public Area
 - B. Laundry
 - C. Rooms
 - D. All of the above
14. As an Executive Housekeeper in a 5 star hotel, who do you reports to?
- A. Rooms Division Manager
 - B. Resident Manage
 - C. Front Office Manager
 - D. None of the above
15. Below are the positions available in Housekeeping Department **EXCEPT**:
- A. Gardener
 - B. Horticulturist
 - C. Pool Attendant
 - D. Steward
16. When a guest called and request for an adapter, who shall you inform?
- A. Engineering
 - B. Security
 - C. Front office
 - D. None of the above
17. When cleaning public or guestroom telephones, it is important for employees to:
- A. Use a dry cloth on the receiver as to avoid damaging the equipment
 - B. Use a cleaning solution that has a disinfectant
 - C. Use a mild solution that will not strip the paint off of the receiver
 - D. Wear latex gloves when handling the receiver

18. The most important aspect of inventory management involves:
- A. B-annual-reorder points.
 - B. Volume purchasing
 - C. Careful training and supervision
 - D. Accurate recordkeeping
19. Which one of the following should be the leading consideration when purchasing cleaning products?
- A. Value
 - B. Durability
 - C. Whether or not the product is "all purpose"
 - D. The current status of the housekeeping budget
20. In order for your employees to know how often public areas should be cleaned, you
- A. prepare and post a frequency schedule.
 - B. spot check these areas and have them cleaned on an "as needed" basis.
 - C. Ask other managers how often they would like to have their work areas cleaned.
 - D. Find out how busy the property is going to be by checking the rooms forecast.
21. What is the best way to keep carpeting mildew-free?
- A. Keep the carpet dry and treat wet carpet with an anti-bacterial.
 - B. Apply a mixture of water and color-safe bleach to high traffic areas after vacuuming.
 - C. Shampoo the carpet on a regular basis.
 - D. Expose the carpet to direct sunlight on a regular basis.
22. Due to sanitation concerns, which of the following activities should be avoided by room attendants?
- A. Holding a pillow under the chin when replacing pillow covers
 - B. Placing soiled sheets and soiled towels in the same laundry cart
 - C. Reusing latex gloves when cleaning bathroom areas
 - D. cleaning bathroom areas before other areas of the room

23. What type of carpet cleaning will generally produce the best results?
- A. Hot water extraction
 - B. Dry powder cleaning
 - C. Dry foam cleaning
 - D. Rotary shampooing
24. What type of colored linen is most resistant to fading?
- A. Woven linen
 - B. Cotton linen
 - C. Fiber lock linen
 - D. Linen that has been vat-dyed in the yarn stage
25. What should be used to clean vinyl or leather upholstery?
- A. A damp cloth
 - B. Upholstery cleaner used in conjunction with a vacuum cleaner
 - C. A diluted color-safe bleach solution
 - D. An all-purpose cleaner
26. The need to replenish the hotel's linen supply should be based on:
- A. the laundry cycle and usage rates.
 - B. The results of a physical inventory.
 - C. The housekeeping balance sheet.
 - D. A perpetual inventory system.
27. Mixing an ammonia-based cleaner with a fluoride or bromine-based cleaner will result in:
- A. the formation of toxic gases.
 - B. A mild and inexpensive cleaning solution.
 - C. A cleaning agent that will damage most fabrics and surfaces.
 - D. A chemical reaction that hinders the cleaning ability of either substance.

28. Which of the following statements regarding oxygen bleach is true?
- A. Oxygen bleach is more likely to damage delicate fabrics than most other cleaning agents.
 - B. Oxygen bleach is most effective when used in cold water.
 - C. A mildewcide should be used with oxygen bleach in order to eliminate bacteria.
 - D. Oxygen bleach is milder than chlorine bleach and is safe for most washable fabrics.
29. What should room attendants do if they enter a room and the guest is sleeping or in the bathroom?
- A. Ask the guest if they would like you to come back at a later time.
 - B. Leave quietly and close the door.
 - C. Find out what time the guest will be leaving the room and come back then.
 - D. Begin normal cleaning procedures unless the guest tells you otherwise.
30. Which of the following factors has the greatest impact on the volume of linen that needs laundering?
- A. The size of the property and level of service offered.
 - B. The type of machinery used by the property.
 - C. The types of linens used.
 - D. The size of the housekeeping staff.

Section B (70 marks)

Instruction: Answer ALL questions in the answer booklet provided.

Question 1

Explain the terms below:

- (a) Hazard
- (b) Extend Stay
- (c) Long Stay
- (d) Crystallization
- (e) Room Discrepancies

(10 marks)

Question 2

Differentiate **FIVE (5)** responsibilities of a Room Supervisor and Public Area Supervisor in a 5 star hotel in Malaysia.

(10 marks)

Question 3

List down **TEN (10)** items in a guestroom classified as capital budget items.

(10 marks)

Question 4

Provide process diagram of **TEN (10)** routine tasks performed by a Room Attendant in a hotel.

(10 marks)

Question 5

State **FIVE (5)** precaution steps when you are approached by a stranger who asked to open up a guest room.

(5 marks)

Question 6

(a) List **FIVE (5)** primary principles of purchasing cleaning equipment.

(5 marks)

(b) Describe **FIVE (5)** factors that Executive Housekeeper must consider when purchasing cleaning equipment for the department.

(10 marks)

Question 7

You are in-charge of the Lost and Found division. Prepare **TEN (10)** steps for a Lost and Found Procedure for the Housekeeping Department.

(10 marks)

-THE END-

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