

FINAL
Examination Paper

(COVER PAGE)

Session : August 2017

Programme : Diploma In Hotel Management (DHMN)

Course : **DHM1102 : Accommodation Management**

Date of Examination : December 8, 2017 (Friday)

Time : 5:00 pm – 7:00 pm

Duration : 2 Hours Reading Time : Nil

Special Instructions :

SECTION A : This section consists of **THIRTY(30)** questions. Answer **ALL** questions 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) : **Shazeel Ali Sardar Ali**

Moderator : Mr Muhamad Fauzi Mokhtar

This paper consists of 9 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1102: ACCOMMODATION MANAGEMENT
FINAL EXAMINATION: AUGUST 2017 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. In a 5 star hotel in Malaysia, Executive Housekeeper report to:
 - A. Rooms Division Manager
 - B. Resident Manager
 - C. Operation Manager
 - D. General Manager

2. Housekeeping may be defined as:
 - A. Provision of a clean room
 - B. Comfortable
 - C. Aesthetically appealing environment
 - D. All of the above

3. The horticulturist is expected to:
 - A. Supervise the maintenance of gardens
 - B. Supervise the hotel landscaping
 - C. Ensure a smooth supply of flowers to housekeeping department
 - D. All of the above

4. Room Attendant responsibilities in a hotel is:
 - A. Clean and tidy rooms
 - B. Collect all cleaning supplies for the assigned room
 - C. Be responsible for getting guest laundry processed
 - D. All of the above

5. The ideal number of room cleaned by chambermaid is:
 - A. 13-15
 - B. 14-17
 - C. 18-21
 - D. 19-23

6. Guest prefers that the hotel provide:
 - A. Comfort
 - B. Privacy
 - C. Convenience
 - D. All the above

7. Personal qualities of a good housekeeping supervisor includes:
 - A. Judgmental
 - B. Able to work under pressure
 - C. Do not believe in employees
 - D. None of the above

8. Housekeeping supplies found in a room attendant's cart **EXCEPT**:
 - A. Pillows
 - B. Service directories
 - C. Bath towels
 - D. Tooth brushes

9. Employees can be best motivated by below factors **EXCEPT**:
 - A. Salary
 - B. Work load
 - C. Number of public holidays
 - D. Medical and insurance entitlement

10. Certain point to consider while using disinfectants **EXCEPT**:
 - A. Clean the surface first with detergent and rinse with water only
 - B. Use the correct disinfectants for the range of disinfection required
 - C. Deodorizers the cleaning process
 - D. Allow the recommended time for the disinfectant to act

11. Below are guest loan items **EXCEPT**:
 - A. Hair Dryer
 - B. Bath Gel
 - C. Iron and ironing board
 - D. Laptop

12. Below are the some areas of housekeeping where services may be offered on contract:
- A. Pest Control
 - B. Eco friendly garbage disposal
 - C. Flower arrangement and decorations
 - D. All of the above
13. By law there must be a notice on the back of each bedroom door to inform guest:
- A. On the subject of check-out procedures.
 - B. On the subject of fire precautions and escape routes in the event of fire.
 - C. Regarding the entertainment facilities provided in-house.
 - D. Rules concerning keeping pets in the room.
14. If the room is still occupied after official checkout time, you should:
- A. Ignore and report to supervisor.
 - B. Knock on door, enter and commence the room cleaning.
 - C. Check with reception to find out the present status before doing anything.
 - D. Knock on door, apologize for inconvenience and inform guest of the checkout time.
15. The bed, in an apparently occupied room, has not been slept in and there are guest belongings in the room, you should:
- A. Enter the situation in your room report and immediately notify the floor Supervisor.
 - B. Enter the situation in your room report, continue servicing other rooms and inform supervisor at the end of shift.
 - C. Open and examine the suitcase and if suspicious, call security to take action.
 - D. None of the above
16. The process of checking to ensure that standard cleanliness of room is met and that all guest room supplies are replenished is called:
- A. Room physical check.
 - B. Room Inspection.
 - C. Stock taking.
 - D. Auditing

17. When servicing guest rooms which of the following tasks are not allowed:
- A. Placing guest's clothing in the luggage.
 - B. Folding neatly guest clothing.
 - C. Sending guest's laundry.
 - D. None of the above
18. Which information below **FALSE** about classification of stain removers:
- A. Solvents - Benzene
 - B. Alkalis – Ammonium Hydroxide and sodium bicarbonate
 - C. Oils – Oleic acid
 - D. Grease – Dilute hydrochloric acid
19. Which statement below is **TRUE** for removal stain from cellulosic fabrics?
- A. Ballpoint Ink – soak in stain in acetic acid for 2 hours
 - B. Egg – wash with soap and water
 - C. Chewing gum – remove surface gum with a blunt knife. Apply ice to the stain
 - D. Curry – Pour boiling water over the stain
20. One of the following keys can be used to open every guestroom.
- A. Master Key
 - B. Main Key
 - C. Floor key
 - D. Section key
21. Operating expenses in housekeeping department include the following type of cost **EXCEPT**:
- A. Hotel Furniture
 - B. Salaries and wages
 - C. Linen
 - D. Employee benefits
22. Define the term “**Scrubbing**”:
- A. Process of removing embedded dirt, marks and deeper stuffs
 - B. Process of using an ultrahigh speed floor machine
 - C. Is an aggressive process that can and should remove all floor sealer?
 - D. None of the above

23. Which of the following is **NOT** the usage of a maid's trolley?
- A. To carry soiled linen
 - B. To carry rubbish
 - C. To carry scrubbing machine
 - D. To carry guestroom supplies
24. If uniforms are normally changed every alternate day, the pars required is three. Which is **TRUE** on calculating par stock quantity for uniforms:
- A. Men and women ratio
 - B. Staff turnover patterns
 - C. Frequency of laundering
 - D. All the above
25. Laundry equipment include:
- A. Washing Machine
 - B. Dryers
 - C. Washer cum centrifuge and extractors
 - D. All the above
26. _____ refer to items that are given to guests as part of staying in the hotel.
- A. Guestroom amenities
 - B. Iron and iron board
 - C. Towel
 - D. Pillow
27. A report that allows the housekeeping department to identify the occupancy or condition of the hotel room and is generated daily as a two-way communication between housekeeping and the front office.
- A. Occupancy Report.
 - B. Preventive maintenance.
 - C. In House guest list
 - D. Room Status Report
28. The advantages of using linen are:
- A. Linen is two to three times stronger than cotton
 - B. Its shows wear along crease lines and seams
 - C. It's expensive
 - D. None on the above

29. Housekeeping areas of responsibilities are:
- A. Management Office
 - B. Hotel corridors
 - C. Maid service rooms
 - D. All of the above
30. To calculate the laundry expenses, the cost per occupied room needs to be known. Laundry expenses include:
- A. Chemical Cost
 - B. Water Cost
 - C. Energy Cost
 - D. All the above

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

(70 Marks)

Question 1

What **FIVE (5)** steps can be taken by housekeeping employees when there's fire in the hotel?

(10 marks)

Question 2

In many hotels, the housekeeping department may be responsible for preparing hot or cold face towels. These are offered to guests on arrival at the hotel to wipe the face. Describe **FIVE (5)** ways on preparation of hot and cold face towels for hotel guest.

(10 marks)

Question 3

The public areas in a hotel comprises the "Front of the house" areas such as entrances, lobbies, lounges, restaurants and many more. A neat and clean public area is reflective of the cleanliness standard throughout the hotel property which create first impression to the guest. Explain **FIVE (5)** each on how elevators and guest corridors are cleaned.

(10 marks)

Question 4

Deep cleaning refers to the intensive cleaning schedule in which periodic cleaning tasks are scheduled monthly, quarterly or annual frequencies. These tasks are usually scheduled as special projects. Identify **FIVE (5)** deep cleaning tasks applied in a 5 star hotel.

(10 marks)

Question 5

The layout of the housekeeping department is the physical demarcation of areas in the department. When the layout is well-planned, it enables the smooth functioning of the department. As an Executive Housekeeper, identify **FIVE (5)** factors must be taken into consideration when deciding on the area and layout.

(10 marks)

Question 6

List **FIVE (5)** job responsibilities for each of the following personnel:

- (a) Floor Supervisors (5 marks)
- (b) Chambermaids (5 marks)

Question 7

Housekeeping may be defined as “Provision of a clean, comfortable, safe and providing appealing environment”. Housekeeping is an operational department in a hotel which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas and the hotel surrounding. Explain **FIVE (5)** responsibilities of housekeeping department in a 5 star hotel. (10 marks)

-THE END-

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