



**FINAL**  
Examination Paper  
(COVER PAGE)

Session : January 2015

Programme : Diploma In Hotel Management (DHMN)

Course : DHM1102 : Accommodation Management

Date of Examination : March 16, 2015 (Monday)

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.**

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**Section B : Short answer questions. Answer ALL the questions.**

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

Materialspermitted :  
  
Nil

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Materials provided :  
  
**OMR Sheets**

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Moderator : En Muhammad Fauzi bin Mokhtar

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT (DHM)  
DHMI 102: ACCOMMODATION MANAGEMENT  
FINAL EXAMINATION: JANUARY 2015 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 Housekeeper in a 4 star hotel report to?
  - a. Resident Manager
  - b. General Manager
  - c. Operation Manager
  - d. Rooms Division Manager
  - e. Executive Assistant Manager
  
2. Public area attendant normally supervised by?
  - a. Executive Housekeeper
  - b. Housekeeper
  - c. Floor Supervisor
  - d. Head Houseman
  - 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 bathroom cleaning consists of:
  - a. Remove dirty linens
  - b. Clean the bathtub
  - c. Clean the toilet bowl
  - d. Clean the vanity top
  - 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 complaint that the carpet is smelly in the room, 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 1404 is VC, what does it means?
  - a. The room is clean
  - b. A room is dirty
  - c. Chambermaid is cleaning the room
  - d. The room is blocked for maintenance
  - e. None of the above

10. Which of the following machine is use in cleaning of floor?
  - a. Vacuum Cleaning
  - b. Mopstick
  - c. Scrubbing Machine
  - d. Buffing Machine
  - e. All the above
  
11. During the wet mopping of a floor surface in the hotel, whose responsibility to observe?
  - a. Duty Manager
  - b. Executive Housekeeper
  - c. Public Area Supervisor
  - d. Floor Supervisor
  - e. Chambermaid
  
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 procedures for stain removal will be
  - a. Identify the stain
  - b. Classify the stain
  - c. Select the reagent to be used
  - d. Select the procedure to be used
  - 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. None of the above

15. Which of the following points to be considered while designing employee uniforms?
- General profile of the employee
  - Image and Identity of the property
  - Comfort in wear
  - Purpose of work
  - All the above
16. The Security Department can obtain their uniform from:
- Laundry
  - Linen Room
  - Uniform Room
  - Sewing Room
  - All the above
17. Which of the following is **TRUE** when it comes to Bathroom Inspection by Supervisor?
- Lights must be clean and free from dust
  - Shower walls must be cleaned
  - Floor must be cleaned and dry
  - All the above
  - None of the above
18. What are the activities carried out in a linen room
- Collection of soiled linen
  - Storage of fresh linen
  - Stitching, repairing of all hotel linens and uniform
  - All the above
  - None of the above
19. Which of the following is **NOT** a bathroom supply?
- Toothbrush
  - Cotton Bud
  - Shampoo
  - Body Lotion
  - Sugar Cubes

20. Having uniforms for the employees is an essential at most hospitality properties, for the following reasons:
- They ensure a well groomed appearance for staff
  - They help to identify the hotel staff
  - They enhance the spirit of teamwork
  - All the above
  - None of the above
21. What are the advantages of cotton?
- Cotton is a highly achieved on versatile fibre
  - Textured effects are easily achieved on cotton
  - Cotton is a good conductor of heat
  - Cottons are easily dry cleaned
  - All the above
22. Lipstick stain can be remove by:
- Washing up soap
  - Washing with alkali
  - It cannot be remove
  - Apply Glycerin and Methylated Spirit
  - All the above
23. The main reason why quality control procedures should be used is to:
- To maintain an agreed standard of cleanliness
  - Allow checking of staff work
  - Obtain a record of staff duties carried out
  - Ensure staff is motivated
  - 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?
- When public toilets are being cleaned
  - When marble flooring being stripped
  - When the marble floor being polished
  - When the guestroom being cleaned
  - None of the above

25. If a Rolex watch is found in a checked room, what should the Chambermaid do?
- Keep it in a safe place
  - Go to the front desk and checked if the guest is still around the lobby
  - Immediately surrender to Executive Housekeeper to be recorded
  - Immediately surrender to Floor Supervisor to be recorded
  - Immediately surrender to Security Department.
26. Following are some possible advantages of outsourcing **EXCEPT**:
- Good contract firms provide skilled housekeeping staff
  - The contractors are accountable for the results
  - There are no capital outlay for equipment
  - Accurate budgeting can be done for a fixed period
  - There may be problems regarding security
27. Following are the general duties and responsibilities of Supervisor in a Housekeeping department **EXCEPT**:
- To ensure that the staff are aware of their hours of work
  - To inspect and record room status regularly
  - To arrange for induction and training of staff
  - To regularly apprise managers of individual staff performances
  - All the above
28. Chambermaids typically cleaned and service how many room per shift?
- 11-12
  - 13-14
  - 14-20
  - 8-10
  - None of the above

29. 'Inspection by checklist' of every rooms is done by

- a. Laundry manager
- b. Front office Manager
- c. Public area supervisor
- d. Floor supervisor
- e. None of the above

30. Turn-down service means:

- a. Turning down services/facilities in room in night
- b. Turning bed upside down
- c. Making bed ready for sleeping
- d. Turning light supply off at night
- e. None of the above

**Part B Answer all questions**

**(70 Marks)**

1. The layout of the housekeeping department is the physical demarcation of areas in the department. When the layout is planned, it enables the smooth functioning of the departments. State **FIVE (5)** factors taken into consideration when deciding on the area and layout.  
(10 marks)
2. Hotels are increasingly opting for contract services and outsourcing to sustain cost effective for housekeeping operations and to ensure that the resources and assets of the property are utilized to the maximum. List **FIVE (5)** steps for the management to follow once they have decided to outsource a particular service for the hotel. (10 marks)
3. Lists **TEN (10)** types of Linen use in a 5 star hotel. (10 marks)
4. State **FIVE (5)** matters that must be reported immediately by the Chambermaid working on a guest floor? (10 marks)
5. Briefly explain **FIVE (5)** laundry processes in detail. (10 marks)
6. What are the **FIVE (5)** public areas in the hotel? Why is their cleaning and maintenance important? (10 marks)
7. When the housekeeping department starts from scratch, it consists of only one employee- the executive housekeeper. The executive housekeeper's position within the organization should be clearly defined. For an executive housekeeper in soon to be opened a hotel, lists **TEN (10)** initial steps in the process of starting up the hotel. (10 marks)

End of Paper

