

FINAL
Examination Paper

(COVER PAGE)

Session : March 2017

Programme : Diploma In Hotel Management (DHMN)

Course : DHM1102 : Accommodation Management

Date of Examination : March 10, 2017 (Friday)

Time : 11:00 am – 1:00 pm 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

Materials permitted :

Nil

Materials provided :

OMR Sheets

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DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1102: ACCOMMODATION MANAGEMENT
FINAL EXAMINATION: MARCH 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. These statements best describe the term "Accommodation" **EXCEPT**:
 - A. A premise that provides shelter and security.
 - B. A place where we call home.
 - C. "Home away from home".
 - D. The art of bed making.

2. Which below is the **CORRECT** objective of housekeeping department?
 - A. To conform to sanitation requirement of health law
 - B. To keep the environment safe and free from strangers
 - C. To develop new current service styles in housekeeping.
 - D. To ensure the front office personnel sell the room so that it will not go to waste

3. A housekeeping attendant who keeps the washrooms in the lobby clean usually reports to:
 - A. Houseman.
 - B. Room Supervisor.
 - C. Assistant Housekeeper.
 - D. Public Area Supervisor.

4. The following are the job functions of an Executive Housekeeper **EXCEPT**:
 - A. Keep lost and found record.
 - B. Provide budget, budget control to the upper management.
 - C. Oversee the overall administration and operation of the department.
 - D. Ensure housekeeping excellence in sanitation, safety and comfort for all the hotel guests.

5. Which of the below inventories is **NOT** available at the refreshment center in the bedroom?
- A. Coffee and Tea container
 - B. Minibar refrigerator
 - C. Mineral water
 - D. Ashtray
6. Which below is **TRUE** about OOO room status?
- A. The room is on privacy
 - B. The room is out of order
 - C. The room is out of service
 - D. The room attendant is cleaning the room
7. What is OSHA?
- A. Organization of Safe Hotel Association
 - B. Occupied and Safe Hotel Arrangement
 - C. Occupational Safety and Health Act
 - D. Organized Safety in Hotel Act
8. A housekeeping personnel who prepares the daily room assignment is the:
- A. Public Area Supervisor.
 - B. Public Area Attendant.
 - C. Room Supervisor.
 - D. Room Attendant.
9. An equipment used to clean an outdoor floor surface that has powerful water pressure.
- A. Wet mop
 - B. Steam Vacuum
 - C. Rotary Machine
 - D. Water Spray Jet

10. The housekeeping department usually communicates with Food and Beverage department for the below purposes **EXCEPT**:
- A. clearing service tray from room.
 - B. lost and found in the public area.
 - C. supplying table cloth and napkins.
 - D. informing consumed minibar items.
11. Which below may cause of injury to the guest in a hotel environment?
- A. Using key card at the room door
 - B. Messy and exposed wires in the lobby
 - C. Water on the walkway at the garden area
 - D. Mixing food items in shelves in the room service kitchen
12. The following are reusable room supplies in room **EXCEPT**:
- A. Coat brush
 - B. Coat Stand
 - C. Show Horn
 - D. Shower Cap
13. Which of the following is **NOT** the cause of linen losses in the housekeeping department?
- A. Wear and tear.
 - B. Permanently stained.
 - C. Theft by guest and employees.
 - D. Too many linen is used to make up a room.
14. A place where soiled linen are transferred through a passage door from the floor linen pantry to the laundry room.
- A. Laundry.
 - B. Linen Chute.
 - C. Sewing Room.
 - D. Uniform Room.

15. All these inventories must be present in the chemical room as a safety precaution standard **EXCEPT**:
- A. first aid kit.
 - B. shower area.
 - C. mineral water.
 - D. fire extinguisher.
16. A job which can be contracted out for the housekeeping department functions.
- A. Repainting the hotel facade
 - B. Shampooing banquet room carpet
 - C. Cleaning the hotel façade windows
 - D. Crystallization of marbles in the bathroom
17. A situation whereby the physical condition of the room is not similar as generated on the room status report.
- A. Room discrepancy.
 - B. Room inspection.
 - C. Room status.
 - D. Room check.
18. What is the number of 'par' stock of bath towels for a hotel with 300 rooms?
- A. 2400
 - B. 1200
 - C. 1000
 - D. 300
19. Which below is the **CORRECT** area sequence while cleaning a guestroom?
- A. Bathroom, bedding, wardrobe and writing table.
 - B. Entrance door, wardrobe, bedding, bathroom and writing table.
 - C. Writing table, refreshment, bedding, bathroom and entertainment.
 - D. Entrance door, wardrobe, refreshment, entertainment, writing table, bedding and bathroom.

20. Fabrics made from solely cotton is not suitable for commercial use because it:
- A. is very durable.
 - B. is very heavy to carry when wet.
 - C. requires a lot of water to wash it.
 - D. is easily get shrink when washed with detergent.
21. The proper procedure when a room attendant sees a suspicious guest on the floor is to:
- A. ask the guest if he need any assistance.
 - B. report to supervisor or the duty manager.
 - C. call the concierge and report the incident.
 - D. call the security department and report the incident.
22. Which below might be a liability of operation cost in housekeeping department?
- A. Chemicals
 - B. Tools use for cleaning
 - C. Maintenance of machineries
 - D. The use of cotton shower curtains in bathroom
23. In the sorting area, all linens are separated before washing. They are separated by the:
- A. size.
 - B. color.
 - C. material.
 - D. All of the above.
24. The return status after cleaning a departed room but without rectifying a lighting defect is:
- A. PU
 - B. VI
 - C. VC
 - D. VD

25. The procedure of keeping a gold ring found in the hotel is to secure it for:
- A. 1 month
 - B. 3 months
 - C. 6 months
 - D. 2 years
26. Sulfuric acid is used to clean hard cement stains on tiles. While transferring acids from bottles, what material is best used to contain corrosive acid?
- A. Porcelain
 - B. Plastic cup
 - C. Glass bottle
 - D. Aluminum can
27. Which below is considered as assets in the housekeeping department budgeting?
- A. Toilet brushes
 - B. Coffee and tea
 - C. Rented garden potted plants
 - D. Electrical cleaning machineries
28. A 5-star hotel housekeeping supervisor must possess an exemplary leadership. Which below is **NOT** a type of leadership used in leading employee in housekeeping department.
- A. Autocratic
 - B. Democratic
 - C. Bureaucratic
 - D. Laissez-Faire

29. While disciplining employees who misbehave in the department supervisor should do it:
- i. In person
 - ii. By black and white
 - iii. Outside of the hotel compound
 - iv. After a couple of verbal warning
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- A. i and ii
 - B. i,ii and iii
 - C. i, ii and iv
 - D. i, ii and iv
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30. Which below is **NOT** true about turndown service?
- i. Also known as a third service
 - ii. Offered from 2pm – 9.30pm daily
 - iii. Only provided by 4 and 5 star hotel only
 - iv. Performed in occupied room only
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- A. i, ii and iii
 - B. i, iii and iv
 - C. i,ii and iv
 - D. All of the above

Section B: Answer **ALL** questions.

(70 marks)

Question 1

Explain the terms below:

- (a) Crystallization
- (b) Heat extraction
- (c) OOO
- (d) Vacant Inspected
- (e) Defect List

(10 marks)

Question 2

Briefly discuss **FIVE (5)** coordination between Housekeeping and Maintenance Department.

(10 marks)

Question 3

Provide **TEN (10)** steps of cleaning a guestroom.

(10 marks)

Question 4

List **TEN (10)** general duties and responsibilities of a Housekeeping Supervisor in a Hotel.

(10 marks)

Question 5

Describe **FIVE (5)** advantages and disadvantages of having On-Premise Laundry in a hotel.

(10 marks)

Question 6

(a) Give **FOUR (4)** factors to be considered when purchasing supplies for the housekeeping department.

(4 marks)

(b) List down **SIX (6)** reusable supplies found in a guestroom.

(6 marks)

Question 7

In a hotel with 40 storey high rise city hotel building, you are to plan on cleaning up the façade windows. As the job will require special skills, you are to decide as the Executive Housekeeper, whether you are to conduct the cleaning using your department personnel or outsource the job to a cleaning company.

(a) Define the term "Outsource".

(2 marks)

(b) Justify **FOUR (4)** reasons of your choice given the above situation.

(8 marks)

-THE END-

