

FINAL
Alternative Assessment

(COVER PAGE)

Session : April 2022

Programme : Diploma in Culinary Arts Programme (DCAN)
Diploma in Hotel Management Programme (DHMN)

Course : **DHM1102: Accommodation Management**

Date of Examination : 3 August 2022 (Wednesday)

Time : 12:00pm – 04:00pm Reading Time : Nil

Duration : 4 hours

Special Instructions :

Answer ALL questions.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Mr. Shazeel Ali Sardar Ali

Chief Moderator : Ms. Siti Nur Ahmad Kamaruddin

This paper consists of 3 printed pages, including the cover page.

DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1102 ACCOMMODATION MANAGEMENT
FINAL ALTERNATIVE ASSESSMENT: APRIL 2022 SESSION

PART A. Answer all questions.

100 MARKS

QUESTIONS 1 – Outsourcing advantages and disadvantages

Companies of all types and sizes use outsourcing to reduce costs, increase efficiency and improve their overall offering. Computer companies often outsource component production to reduce costs.

Outsourcing is also a common practice in the hotel industry, especially in areas like payroll and landscaping. Functions that involve direct guest contact however; such as concierge, housekeeping and the front desk are rarely outsourced due to the direct impact these positions can have on the hotel reputation and revenue. Clearly, staff training in these areas is critical – a recent study found 57% of people who had a bad experience at a hotel cited unfriendly employees as the catalyst. Outsourcing certain hotel operations can be very advantageous to your bottom line, but there are disadvantages.

Elaborate **FIVE (5)** each on advantages and disadvantages on Outsourcing pest control services in Housekeeping Department.

(25 Marks)

QUESTIONS 2 – Budgeting Housekeeping Expenses

The budgeting process simply involves relating cost per occupied room to the forecasted occupancy levels. By using a staffing guide, the executive housekeeper can determine how many employees of each job classification are needed to ensure smooth operations at varying levels of occupancy.

As an Executive Housekeeper, explain **FIVE (5)** various types of budgeting applied in Housekeeping department during the hotel Pre-Opening.

(25 Marks)

Question 3 Safety and Security Measures in Housekeeping

Housekeeping in a hotel is a very physically demanding job. The personnel are on their feet for a full shift of 8 hours during which they perform various tasks that are demanding for the body. It is therefore, imperative for the Housekeeper to ensure safe conditions and practices in the department.

Elaborate on how you will reduce the physical stress on housekeeping personnel. What are your useful suggestion to keep in mind for the housekeeping employees?

(25 Marks)

Question 4 Supervision in Housekeeping Department

One of Hotel Paradise housekeeping department biggest challenges was how to work as a team to accomplish departmental functions, and build a department brand on a trusting relationship among the employees, and supervisors and department manager.

1. Discuss how Hotel Paradise housekeeping department could develop as a team, build trusting relationships among its members and create an environment that exemplifies the Hotel Paradise standards.

(15 marks)

2. What would be your approach for introducing the new processes and procedures to the housekeeping department?

(10 marks)

-- THE END --
DHM1102(F)/April2022