

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1102: ACCOMMODATION MANAGEMENT
FINAL EXAMINATION: JANUARY 2020 SESSION

Instruction:

1. Please read these rules and confirm by email that you have read and understood them.
2. There are a total of **TWO (2)** questions. Answer **ALL** questions.
3. This is a Live Online Assessment. The exam must be completed within **TWO (2)** hours.
4. The exam starts from **10am** and ends at **12pm**. **Upload the answers into SafeAssign by 12pm (7 April 2020)**.
5. Handwritten answer is **NOT** acceptable.
6. Remember, you are only allowed **1 attempt** for SafeAssign submission.
7. Absolutely no extensions. Late submission will be severely penalized.
8. The exam must be taken completely alone. Showing or discussing it with anybody is forbidden, including (but not limited to) the other students in the course in current or previous years. It is also forbidden to use any solutions to similar problems for previous years as reference materials.
9. You may not consult any external resources. This means no internet searches, materials from other classes or books or any notes you have taken in other classes etc. you may not use Google or any other search engines for any reason. You may not use any shared Google documents.

Question 1:

Boy bleeds to death in freak accident at hotel bathroom

Sunday, 16 Feb 2014

ALOR SETAR: A 14-year-old boy bled to death after a sink in the toilet of a hotel room here broke and made a deep cut in his thigh.

The Form Two schoolboy known only as Ming Shen, was washing his hands when the freak accident occurred at about midnight yesterday. He was in his friend's room watching badminton on television with several others.

Ming Shen managed to open the toilet door to ask for help from his friend, a 35-year-old businessman known only as Wei.

Wei, when met at the scene, likened the sound of the sink dropping to that of an explosion.

“He was begging me to save him, so I called the hotel front office and asked them to call for an ambulance. We waited and the ambulance did not arrive. Numerous calls were made to the hospital but we were told that the ambulance was on its way.

“I went outside the hotel after waiting for almost 20 minutes. The ambulance finally arrived some 40 minutes later, but it was already too late as Ming Shen had bled to death,” he said.

His mother, who declined to be named, said she hoped to get an explanation from the hotel management on how the sink gave way, adding that she was considering legal action against the management.

She described Ming Shen, the youngest of three siblings, as an obedient child whose favorite sport was badminton.

“He had told us about staying over at his friend's hotel after watching the badminton tournament. I can't believe he's gone from our lives forever,” said the mother.

By Royce Tan

(Source: The Star, 2014)

- a) Explain the case given above:
- i. How the housekeeping department could prevent this incident from happening?
(12 marks)
 - ii. Should the hotel be responsible on this incident? Why?
(6 marks)
- b) There are three simple rules that employees have to obey for a safe and accident- free working environment.
- i. Describe the **THREE (3)** simple rules that employees can implement during their duty.
(6 marks)
 - ii. In your opinion, why these **THREE (3)** simple rules are important to avoid unwanted accidents in a hotel. Apply your explanation based on the case above.
(9 marks)
- c)

“Poor safety habits can cost a very substantial amount of money over time.”

- Briefly explain the statement given above based on the case given.
(10 marks)
- d) Due to the incident, the General Manager has decided to develop an accident prevention plan. Assume that you are the Executive Housekeeper of the hotel, recommend **FIVE (5)** action plans that you will suggest to ensure the safety and security of the guests. Further explain each action plans.
(20 marks)

Question 2:

Following are details provided by the Executive Housekeeper of Amazon Hotel. Use the details to answer the following questions.

Total number of rooms available: 350 rooms	
Superior King-	100 rooms
Superior Twins-	50 rooms
Deluxe Twins-	50 rooms
Deluxe King-	100 rooms
Executive Suite-	50 rooms
Occupancy rate: 70%	
Total number of room sold out according to the room types:	
Superior King-	70 rooms
Superior Twins-	50 rooms
Deluxe Twins-	20 rooms
Deluxe King-	? rooms
Executive suite-	25 rooms
Standard time needed to clean the room:	
Superior room-	25 minutes
Deluxe room-	30 minutes
Suite room-	45 minutes
Room attendance working hours: from 0900 until 1800	
Morning briefing:	from 0900 until 0915
Assembling housekeeping cart:	from 0915 until 0930
Lunch break:	1 hour
Debrief:	from 1745 until 1800

As a Room Attendance Supervisor for Amazon Hotel:

- a) Calculate and suggest the number of staff that you should schedule for the next day. Assume that all guest will check-out tomorrow. *(Round up your answer into a whole number).*

(29 marks)

- b) Explain your answer in 2 (a).

(8 marks)

-THE END-