



D14

**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

SUBJECT	:	MANAGING HOUSEKEEPING OPERATION
SUBJECT CODE	:	DHM 2083
DATE	:	21 OCTOBER 2015
DURATION	:	9.00 AM - 12.00 PM (3 HOURS)

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **FIVE (5)** sections:

Section A (10 Marks)
Section B (20 Marks)
Section C (20 Marks)
Section D (40 Marks)
Section E (10 Marks)

2. Answer **ALL** questions from **Parts A,B,C and D**. For **Part E**, answer only **ONE (1) questions only**.

3. Candidate is not allowed to bring any material into the examination room **EXCEPT** with the permission from the invigilator.

4. Please check to make sure that this examination pack consists of:
 - i. Question Paper
 - ii. Answer Booklet
 - iii. OMR Form

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of 10 printed pages including front page.

SECTION A: (Total: 10 marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions****Please use the OMR sheet provided.**

1. Below are the methods of cleaning and care of beds **except**:
 - A. Check for loose headboards
 - B. Check for soiling and tears in ticking
 - C. Check divan legs screwed in tightly
 - D. Check for stains and dirty marks

2. refers to the standard number of inventoried items that must be on hand to support daily routine housekeeping operation.
 - A. Recycled items
 - B. Laundry cycle
 - C. Floor par
 - D. Par

3. Who should be alert to guestroom deficiencies?
 - A. Executive housekeeper
 - B. Supervisor
 - C. Chambermaids
 - D. General manager

4. Items that must be cleaned on a daily or weekly basis become part of :
 - A. Daily cleaning
 - B. Routine cleaning
 - C. Deep cleaning
 - D. Scheduled cleaning

5. How many hours laundered linens should rest in storage
 - A. 12 hours
 - B. 24 hours
 - C. 4 hours
 - D. 2 hours

6. The first step of budget planning is
- A. Forecast room sales
 - B. Budgets preparation and submission
 - C. Head of department feedback
 - D. Budget approval
7. Charged or the cost of holiday or vacation pay, employee meals, medical expenses, staff parties or social events, insurance are some examples of
- A. Outside service
 - B. Operating cost
 - C. Employee benefits
 - D. Capital cost
8. The frame consists of metal bars joined at the corners to make a rectangular frame that the box spring and mattress sit in.
- A. Four
 - B. Two
 - C. Three
 - D. Five
9. Below are types of guest loan items **except**:
- A. irons
 - B. Hair dryers
 - C. Charger
 - D. Voltage adater
10. What is the biggest portion of budget in housekeeping operation budget?
- A. Salaries and wages
 - B. Beds
 - C. Linens
 - D. Uniforms

SECTION B: (Total: 20 marks)**'TRUE' OR 'FALSE' QUESTIONS****INSTRUCTION: Answer ALL questions****Please use the OMR sheet provided.**

1. Housekeeping department functions to maintain clean, safe and secure environment of lodging properties.
2. Hotel industry commonly segmented into two different bases.
3. Drying is the last stage in the flow of linens through the OPL.
4. 50% of hotels profit come from room sales.
5. Cabana is room that is near to the swimming pool.
6. Blanket should have good insulation, ease of cleaning and non-flammability.
7. Productivity standards determine the acceptable quality of work to be done by department employee.
8. Managing standards means ensuring conformity to standards by inspection.
9. The executive housekeeper should review the department's performance standards at least a month earlier and make appropriate revisions as new work methods are implemented.
10. The bed frame supports the springs and mattress.
11. Training help to improve staff's productivity as well as improve the controlling cost of inventoried items.
12. Public area section is the major responsibilities for housekeeping in every hotel.
13. Major purchases of machines and equipment are included on operating budgets.
14. Operating budget prepared would be send to management and go through few steps before being approved.
15. The management has to provide special separated place for valet service operation.
16. Safety training programs designed to instruct housekeeping employees in safe work practices.

17. Innkeepers do not have legal and moral obligation of providing reasonable care for guests and staff.
18. Overnight service means that laundry is sent out in the evening and arrives back in the guest's room by morning.
19. Parcel-pass system is the best way to control employee's theft as it is common employees is using bags, purses or parcels.
20. Thefts commonly cause by employee, guests or may be intruders.

SECTION C: (Total: 20 marks)

FILL IN THE BLANKS

INSTRUCTION: Answer ALL questions. Fill in the blanks with the correct words given below.

Please use the answer booklet provided

Latex	Directing	Lobby	Extra bed	Front desk report
Contract laundry	Hypersensitivity pneumonitis	Risk management	Air pollution	Controlling
Double room	Accurate recordkeeping	Capital budget	Twin room	Valet service
Maid's cart	Double room	Zed beds	Corrosive	Sofa beds

1. Product labeled as should be stored carefully and disposed of safely.
2. means that a hotel will take care of guest laundry needs.
3. is room for two persons and two single size bed
4. is room for two persons and have a queen size bed
5. in hotel properties involves the reduction of operational hazards and the minimization of crime
6. Managing standards means ensuring conformity to standards by
7. is focusing employee activity on the goals established in the planning phase.
8. refers to the executive housekeeper's responsibility to devise and implement procedures that protect the hotel's assets,
9. Microbial contamination can also result in a potentially serious health condition known as
10. Regular vacuuming may also help to reduce the potential of
11. is a base of stretched springs which can be folded up into a narrow
12. Provide extra seating by day and a bed by night is called

13. Par stock for depends on the frequency of collection and delivery service from the commercial laundry.
14. is an equipment to store or keep a given number of linen, supplies, and other cleaning materials.
15. Guests may request guest loan items such as
16. Guestroom cleaning commonly depends on two reports such as room rack and
17. Entrance and are hotel gateway which mirror the hotel image and status.
18. Expenditure of company assets for items costing RM 500 or more is called
19. also known as foam rubber.
20. enables executive housekeeper to monitor usage rate, inventory costs and variances in relation to standard cleaning procedures.

SECTION D: (Total: 40 marks)**SHORT ESSAY QUESTION****INSTRUCTION: Answer ALL questions. This section consists of 9 questions.****Please use the answer booklet provided.****QUESTION 1**

Define the following terms:

- a. Cabana
- b. Duplex suite
- c. Twin room
- d. Adjoining room
- e. Single suite

(5marks)

QUESTION 2

How to care and cleaning bedspread?

(4 marks)

QUESTION 3List **THREE (3)** types of extra bed.

(3 marks)

QUESTION 4

1. You are required to provide Productivity Standard Worksheet based on details as below:

- Cleaning period per room - 30 minutes
- Working hours - 12 hours
- Beginning-of-shift duties - 20 minutes
- Morning break - 15 minutes
- Afternoon break - 25 minutes
- End-of-shift duties - 15 minutes

(4 marks)

QUESTION 5

Hotel Classic consists of 300 rooms and each room occupied with king size bed. The hotel needs to supply two sheets for each room.

Please calculate par stock level based on the information given. (7 marks)

QUESTION 6

Identify **SIX (6)** types of linens.

(6marks)

QUESTION 7

How to care and cleaning blanket?

(4 marks)

QUESTION 8

Identify **FIVE (5)** types of guest loan items

(5 marks)

QUESTION 9

Identify **TWO (2)** types of budgets

(2 marks)

SECTION E: (Total: 10 marks)**LONG ESSAY QUESTION**

INSTRUCTION: This section consists of 2 questions. Answer ONE (1) question only.

Please use the answer booklet provided.

QUESTION 1

a) What is budget planning?

(2 marks)

b) Briefly explain **FOUR (4)** steps in budget planning

(8 marks)

QUESTION 2

Briefly explain **FIVE (5)** types of hotel segmentation

(10 marks)

END OF QUESTION PAPER

