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FINAL EXAMINATION**

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**COURSE NAME : MANAGING HOUSEKEEPING  
OPERATION**

**COURSE CODE : DHM2083**

**EXAMINATION : APRIL 2019**

**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **THREE(3)**parts: PART A (30 Marks)  
PART B (40 Marks)  
PART C (30 Marks)
  
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
  
3. Please check to make sure that this examination pack consist of:
  - i. Question Paper
  - ii. Objective Answer Paper
  - iii. Answering Booklet

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

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*This examination paper consists of 13 printed pages including front page*

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**PART A**

This part contains of **THIRTY (30)** questions.

Answer **ALL** in Objective Answer Paper.

1. \_\_\_\_\_ appeal primarily to budget – minded travellers who want rooms with all the amenities required for a comfortable stay, but without the extras they don't really need or want to pay it.

- A Luxury hotels
- B Budget hotels
- C Economy hotels
- D Mid – market hotels

2.

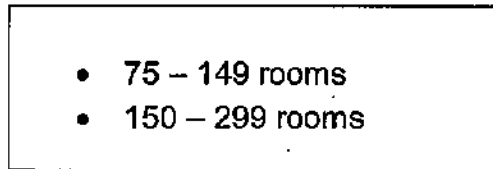


Figure 1

All of above numbers are referring to \_\_\_\_\_.

- A classification by hotel size
  - B classification by hotel stars
  - C classification by hotel ranking
  - D classification by hotel facilities
3. Which is room having two floors where stairs are connecting to two bedrooms?
- A Triple room.
  - B Studio room.
  - C Duplex suite.
  - D Adjacent room.

4. Housekeeping department is responsible for cleaning and maintaining the good looking of \_\_\_\_\_.
- A kitchen area
  - B loading area
  - C storage area
  - D smoking area

Management offices, laundry room, employee locker rooms

5.

Figure 2

All of above are examples of \_\_\_\_\_ for housekeeping cleaning areas.

- A near of the house
- B back of the house
- C front of the house
- D behind of the house

6. Which of the following are NOT a part of recycled inventories?

- i. iron ✗
- ii. towels ✗
- iii. shampoo ✓
- iv. toothbrush ✓

- A i, ii
- B iii, iv
- C i, ii, iii
- D ii, iii, iv

7. What is a planning the work of the housekeeping department?
- A Area inventory lists
  - B Regular schedules
  - C Facilities standards
  - D Purchased inventories
8. What isa daily inspection reports?
- A Used by executive housekeeper to compare actual departmental expenses to amounts estimate in the budget.
  - B Refers to executive housekeeper responsibility to devise and implement procedures that protect the hotel assets.
  - C Help the executive housekeeper to evaluate the performance of the staff and the overall productivity of the department.
  - D Used to monitor how well the actual performance of employees compares with performance and productivity standards.
9. What are the key functions of management in housekeeping department?
- A Staffing and issuing.
  - B Storing and planning.
  - C Organizing and directing.
  - D Purchasing and receiving. \*
10. It remains in the room without taking up space maybe stored away under bed is referring to \_\_\_\_\_.
- A zed bed
  - B twin bed
  - C sofa bed
  - D extra bed

11. On – premise laundry will be known as \_\_\_\_\_.
- A cycle laundry
  - B linens laundry
  - C contract laundry
  - D in – house laundry

12.

Uniforms can promote the hotel and department

Figure 3

Above statement is referring to \_\_\_\_\_.

- A brand of uniforms
  - B theme of uniforms
  - C control of uniforms
  - D function of uniforms
13. \_\_\_\_\_ is made by filling a tick with padding which is cotton and kapok or kekabu.
- A Solid
  - B Latex
  - C Innerspring
  - D Plastic mattress
14. How to selecting and maintenance of beds to ensure the mattress comfortable for guest?
- A Difficult to be clean.
  - B Resilient and durable.
  - C Weight and easy to lift.
  - D Not redundancy materials.

15. The \_\_\_\_\_ consist of four metal bars joined at the corners to make a rectangular the box of spring and mattress sit in.
- A pad
  - B sofa
  - C beds
  - D frame
16. How much space should be devoted to the on – premise laundry? The management should consider a few factors which is \_\_\_\_\_.
- A recycle bin ✕
  - B laundry needs
  - C chambermaids
  - D amount of amenities ✕
17. What is third steps the flow of linen through the on – premise laundry?
- A Sorting.
  - B Loading.
  - C Collecting soiled linens. ✕
  - D Transporting soiled linens to the laundry. ✕
18. What procedure is used to facilitate washing?
- A Bleaching.
  - B Wetting out.
  - C Soil removal.
  - D Dry cleaning.
19. Removes excess moisture from laundered items through a high – speed spin is referring to \_\_\_\_\_ process.
- A drying
  - B washing
  - C finishing
  - D extracting

20. In lost and found procedures, how many days to keep all the lost and found items?

- A 70 days.
- B 90 days.
- C 100 days.
- D 120 days.

21.

Stationary, postcards, laundry bags, drinking water

Figure 4

All of above items are example of \_\_\_\_\_.

- A bathroom supplies
- B guestroom supplies
- C bathroom amenities
- D guestroom amenities

22. What is the first step must do before entering the guestroom for cleaning service?

- A Room attendants must check the room status.
- B If the guest is sleeping, closed the door quietly. Come back later.
- C Wait for the guest's response. If there is no answer, knock again.
- D Announce your presence by knocking firmly and say "Housekeeping".

23. Housekeeping trolley also will be known as \_\_\_\_\_.

- A maid cart
- B linen cart
- C laundry cart
- D amenities cart



24. Which are the guest loan items in hotel operation?

- A Bathmat and razor.
- B Baby cot and adapter.
- C Ironboard and creamer.
- D Bathrobe and sanitary bags.

25.

Desk chair, wall mirror, telephone, television, heater

Figure 5

All of above are examples of \_\_\_\_\_ in guestroom inspection checklist.

- A drapes
- B lighting
- C vanity area
- D furnishings

26. Which is the critical room item that should be checked daily in guestroom inspection?

- A Carpet.
- B Ashtrays.
- C Cabinets.
- D Plumbing.

27. What is the area consider as public area cleaning in hotel industry?

- A Corridors.
- B Linen room.
- C Cloakrooms.
- D Guestrooms.

28. Which are chemical agents that have been used for public area cleaning?

- A Bleach.
- B Polishes.
- C Softener.
- D All purpose.

29. During public restroom cleaning, housekeeping staff must put the floor signage such as \_\_\_\_\_ or other signage assigned by the hotels.

- A cleaning in progress
- B brushing in progress
- C bleaching in progress
- D scrubbing in progress

30. Which is a type of stain that usually happened in food and beverages outlet?

- A Oil.
- B Rust.
- C Glue.
- D Beer.

[30 MARKS]

**PART B**

This part contains of **TEN(10)** questions.

Answer ALL questions in Answering Booklet.

**QUESTION 1**

Identify **three (3)** types of front of the house area for housekeeping cleaning responsibilities.

(3 marks)

**QUESTION 2**

Identify **two (2)** types of inventory and give their example.

(4 marks)

**QUESTION 3**

Give **three (3)** aspects for selecting and maintenance of beds.

(3 marks)

**QUESTION 4**

Hotel Lotus consists of 400 rooms and each room occupied with one king size bed.

The hotel needs to supply two sheets for each room.

Please calculate par stock level based on the information given.

400 king-size beds x 2 sheets per bed =	800	per par number (1m)		
One par in guestroom	1	x	600	= 800
One par in floor linen closets	1	x	600	= 800
One par soiled in the laundry	1	x	600	= 800
One par replacement stock	1	x	600	= 800
One par for emergencies	1	x	600	= <u>800</u>
Total number of sheets				= <u>4000</u>

(7 marks)

**QUESTION 5**

Give **three (3)** procedure how to inventory control guest loan item?

(3 marks)

**QUESTION 6**

Define what is capital budget ?

(2 marks)

**QUESTION 7**

Identify **four (4)** ways to maintain sustainability in hotel industry.

(4 marks)

**QUESTION 8**

List are **four (4)** elements in budgeting expenses?

(4 marks)

**QUESTION 9**

State **five (5)** the flow of linens through the on – premise laundry.

(5 marks)

**QUESTION 10**

List down **five (5)** steps offering valet service requires the housekeeping department to set up its own laundry business

(5 marks)

**[40 MARKS]**

**PART C**

This part contains of **THREE (3)** questions.

Answer ALL questions in Answering Booklet.

**QUESTION 1**

Budget Planning involved a few steps which must be followed by executive housekeeper in order to prepare and effective departmental budget.

Write four (4) step of budget planning and explain.

(10 marks)

**QUESTION 2**

Green lodging is primarily defined as a hotel, inn, resort, or motel that has satisfied the accepted regulations of environmental responsibility. The green lodging certification can only be obtained by demonstrating practices that are truly sustainable, not those that are just to get attention. There really is no standard green hotel definition; situations vary due to different locations and environments.

a) Predict what is green lodging facilities in housekeeping department?

(6 marks)

b) Discover two(2) example hotel use green lodging concept in Malaysia

(4 marks)

**QUESTION 3**

Lost and Found provides for the care, restitution, sale and destruction of unclaimed, lost, or abandoned property. The goal of Lost and Found is to ensure all lost items are returned to their rightful owner in a timely and efficient manner.

Construct **four (4)** step lost and found procedure.

(10 marks)

**END OF QUESTION PAPER**

*If get some found  
must inform to FO  
must record time and date  
Try to call who has find the item  
If not answer the quest they have remind  
Wait the quest Lost  
that item was*

**[30 MARKS]**

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