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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : MANAGING HOUSEKEEPING  
OPERATION**

**COURSE CODE : DHM 2083**

**EXAMINATION : OCTOBER 2018**

**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*

**PART A**

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

Answer ALL in Objective Answer Paper.

1. If air condition is not functioning, maintenance department must be informed and the room must be put \_\_\_\_\_, then the work will be performed, cleaned and put back in vacant ready status.

- A stay over
- B occupied
- C out of order
- D early arrival

2. If a mirror fogs up while the bathroom is being cleaned, the fogging probably frustrated the guest. Check the fan and keep it clean. It is referring to \_\_\_\_\_.

- A lighting
- B heaters
- C ventilation
- D temperature

3.

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| <ul style="list-style-type: none"><li>• Occupied</li><li>• Vacant dirty</li><li>• Out of order</li></ul> |
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All of above are examples of \_\_\_\_\_ for guestroom.

- A room rate
- B room status
- C room update
- D room problem

4. Which is the type of maintenance that consists of three parts; inspection, minor corrections and work – order initiation?
- A Routine maintenance.
  - B Rotation maintenance.
  - C Preventive maintenance.
  - D Scheduled maintenance.
5. What is the meaning of maximum quantity?
- A The fewest number of received units that should be in stock at any time.
  - B The fewest number of storing units that should be in stock at certain time.
  - C The fewest number of purchased units that should be in stock at any time.
  - D The fewest number of purchased units that should be in stock at certain time.
6. Who is a chambermaid for guestroom cleaning responsibilities?
- A Room attendant.
  - B House attendant.
  - C Room supervisor.
  - D House supervisor.
7. Recruiting applicants, selecting those best qualified to fill open positions, and scheduling employees to work are referring to \_\_\_\_\_.
- A staffing
  - B directing
  - C organizing
  - D coordinating

8. How to evaluating the management function of assessing the extent to which planned goals in housekeeping department?
- A Daily budget.
  - B Weekly budget.
  - C Monthly budget.
  - D Annually budget.
9. What is other name of deep cleaning programme in frequency cleaning schedules of housekeeping department?
- A Special staffing projects.
  - B Special training projects.
  - C Special cleaning projects.
  - D Special planning projects.
10. Which are examples of types of linen in bed making procedures?
- A Blankets and table runners.
  - B Bedsheets and pillow cases.
  - C Bedspreads and face towels.
  - D Mattress pad and table cloths.
11. Which below are main criteria for selecting uniforms in hotel operation?
- A Colour.
  - B Theme.
  - C Design.
  - D Comfort.

12. Vacuum \_\_\_\_\_ based and mattress, wipe plastic and rubber foam mattress when required with a damp cloth.

- A beds
- B carpet
- C frames
- D upholstered

13. How to determine durability of linens in housekeeping department?

- A Colour.
- B Design.
- C Comfort.
- D Finishing.

14. What is the main function of uniform in hotel operation?

- A Rebranding name of hotel.
- B Non improved staff morale.
- C Unpromote the hotel and department.
- D Differentiate between the guest and employees.

15. How to care and cleaning bedspread in housekeeping department?

- A Shake regularly.
- B Attend to unrepaired.
- C Check for stains and dirty marks.
- D Have laundered or bleached when necessary.

16.

Hotel will take care of guest laundry needs.

This above statement will refer to \_\_\_\_\_ in managing an on – premise laundry.

- A valet service
- B room service
- C bellman service
- D cleaning service

17. How much equipment on – premise laundry should be purchased will be based on \_\_\_\_\_.

- A room occupancy
- B level of clean linen
- C types of equipment
- D energy and water conservation

18. What is the meaning of finishing due to the flow of linen through the on – premise laundry?

- A Give the linens a crisp, wrinkle free appearance.
- B Linens are usually transferred to their use areas by carts.
- C Post sorted any linens types and sizes that were missed in presorting.
- D Removes excess moisture from laundered items through a high – speed spin.

19. What is a chemical agent that basically been used for fabric washing?

- A Polishes.
- B Strippers.
- C Bleaches.
- D Abrasives.

20. What item should be placed at the top compartment of trolley cart?

- A Towels.
- B Amenities.
- C Bedsheets.
- D Pillow cases.

21. During turndown service, chambermaid will remove any guest items from the bed then pull bed the bedspread so about \_\_\_\_\_ hang over the foot of the bed.

- A 12 to 15 inches
- B 13 to 16 inches
- C 14 to 17 inches
- D 15 to 18 inches

22. What is the definition of amenities?

- A Giveaways items to be used in the room, but guests are often taken as souvenirs.
- B Giveaways items to be used in the room, but guests are often taken as convenience of room facilities.
- C Giveaways items to be used in the room, but guests are will be charged if the items are missing during their stays.
- D Giveaways items to be used in the room, but guests are will be charged if the items are missing upon check out time.

23. How a long chambermaids are takes to make guestroom deep cleaning for stayover or check out room status?

- A 20 minutes.
- B 25 minutes.
- C 30 minutes.
- D 35 minutes.

24. Who is a person will be responsible for handling guestroom inspection?

- A Manager.
- B Supervisor.
- C Chambermaid.
- D Room attendant.

25. What is the third step of bed making procedures?

- A Standing at one side of the bed.
- B Make sure the sheet is central on the bed.
- C Always shake the duvet to distribute the filling evenly.
- D Pull the duvet up until its two inches from the headboard.

26.

Extra bed, hair dryer, iron board, adapter

All of above are examples of \_\_\_\_\_ in the hotel guestroom.

- A guest loan item
- B guest supplies item
- C guest amenities item
- D guest souvenirs item

27. Special attention must be given to the \_\_\_\_\_ where guests will get a first impression of the property upon entering the establishment.

- A lift
- B pool
- C toilet
- D lobby



28. What is the shift time for public area attendants should be cleaning of admin and management office area?

- A 8.00 am – 5.00 pm.
- B 7.00 am – 2.00 pm.
- C 3.00 pm – 11.00 pm.
- D 11.00 pm – 7.00 am.

29. What are the two cleaning procedures bases for lobby area?

- A Hourly and daily basis.
- B Daily and weekly basis.
- C Daily and monthly basis.
- D Hourly and monthly basis.

30. What is an example of spills that always be happened at food and beverages outlet?

- A Oil.
- B Eggs.
- C Flours.
- D Sauces.

[30 MARKS]

**PART B**

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

Answer **ALL** the questions in Answering Booklet.

**QUESTION 1**

Give **three (3)** classifications by service level in hotels industry.

(3 marks)

**QUESTION 2**

Identify **three (3)** factors to measure linens par level in housekeeping department.

(3 marks)

**QUESTION 3**

State any **four (4)** functions of employee uniforms in hotel industry.

(4 marks)

**QUESTION 4**

Hotel Tunamaya consists of 300 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.

(7 marks)

**QUESTION 5**

What are **three (3)** pars of linens should be maintain and efficient for on – premise laundry?

(3 marks)

**QUESTION 6**

What is the definition of operating budget?

(2 marks)

**QUESTION 7**

Identify **four (4)** how an executive housekeeper could control housekeeping expenses.

(4 marks)

**QUESTION 8**

State **four (4)** factors influence the need for new uniforms during the budget period.

(4 marks)

**QUESTION 9**

Give **five (5)** functions of valet service in hotel guestroom.

(5 marks)

**QUESTION 10**

What are **five (5)** proper procedures for doing particular batch of laundry washing steps?

(5 marks)

**[40 MARKS]**

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**PART C**

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

Answer ALL questions in Answering Booklet.

**QUESTION 1**

Most scientists today believe that humans must agree to adopt some strategies to begin recovering the sustainability of planet earth. Executive housekeepers in lodging operations are in a privileged position to help prevent the continuous decay of the global. The hotel industry is no stranger to environmental issues and conservation strategies, yet the landscape has changed due to an unprecedented increase in consumer awareness and demand.

Briefly explain **four (4)** the strategies how to create awareness by recovering the sustainability of planet earth due to safe environmental management in housekeeping department.

(10 marks)

**QUESTION 2**

The essence of the lodging properties is to provide guests with standards cleaning of guestrooms and bathrooms. Cleaning guestroom is an important to attract guests and make a profit. Housekeeping staff must understand from the beginning that guests do not patronized establishments in which the cleaning function is not conducted effectively.

Briefly explain **five (5)** sequences how to cleaning the guestroom by housekeeping chambermaid.

(10 marks)

**QUESTION 3**

Lobby is a public waiting room at the entrance of a building also will be known as the gateway to the hotel. It is an area with the heaviest traffic in a hotel that needs to be cleaned regularly. Many activities happen in the lobby such as check in and out, window shopping, and socializing. There are no exact rules on how frequent lobby should be cleaned. It is all depends on each standard operating procedures hotel.

Briefly explain **five (5)** steps of lobby cleaning procedures by public area staff.

(10 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**

