



---

**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

---

**COURSE NAME : MANAGING HOUSEKEEPING OPERATION**  
**COURSE CODE : DHM 2083**  
**EXAMINATION : JUNE 2023**  
**DURATION : 3 HOURS**

---

**INSTRUCTION TO CANDIDATES**

1. This question paper consists of **THREE (3)** :
  - 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. Answer Booklet

---

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

---

*This examination paper consists of 12 printed pages including front page*



**PART A**

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

Answer ALL in the Objective Answer Paper.

1. What is the housekeeping department in the hospitality industry?
  - A Team of employees in charge of management in an organization.
  - B Team of employees that is in charge of guest relation in an organization.
  - C Team of employees in charge of the food and beverage in an organization.
  - D Team of employees that is in charge of the cleaning tasks in an organization.
  
2. Which of the following is not one of the basic functions of housekeeping?
  - A Making the bed.
  - B Taking out the trash.
  - C Answering the phones.
  - D Cleaning the bathroom.
  
3. How does the hospitality industry ensure they are meeting expectations in housekeeping?
  - A Guest survey rating cleanliness.
  - B Employee feedback rating cleanliness.
  - C Trust in their employees to provide cleanliness.
  - D Spot checking rooms at random every two weeks.
  
4. Where should clean linens be stored?
  - A Linen Room.
  - B Uniform Room.
  - C Laundry Department.
  - D Housekeeping Department.

5.

- Straightening up the room
- Restocking guest supplies
- Places a chocolate on the pillow

**Statement 1**

This **Statement 1** is referring to:

- A Sorting.
  - B Sanitary.
  - C Room service.
  - D Turndown service.
6. Who is the top manager of the housekeeping department?
- A Supervisor
  - B Housekeeper.
  - C Assistant Housekeeper.
  - D Executive Housekeeper.

- I. Remove excess moisture from laundered items through a high-speed spin.
- II. Lift the laundry and move it to dryers.
- III. Reduce drying time

**Statement 2**

7. The operative success of on-premise laundries depends on the adequate planning of the facilities based on detailed analysis of the property's need.

**Statement 2** is referring to \_\_\_\_\_ flow.

- A Sorting
- B Loading
- C Washing
- D Extracting

8. Guest amenities may include shampoo, hair conditioner, shower gel, shower cap and \_\_\_\_\_.
- A iron board
  - B sewing kit
  - C hand towel
  - D coffee and tea
9. Which department is responsible for cleaning and maintenance of all linens?
- A Laundry.
  - B Sanitary.
  - C Mending.
  - D Uniform.
10. What is the housekeeping work that is performed in the evening?
- A Sanitary.
  - B Top-up toiletries.
  - C Turndown service.
  - D Collecting soiled linen.
11. Who is the person who cleans the guest rooms?
- A Linen Room.
  - B Housekeeper.
  - C Pool Attendant.
  - D Public Attendant.

12. During the past week, the executive housekeeper noticed that guest service areas and server stations in the dining room have not been properly cleaned before the breakfast service period. The most appropriate action for the executive housekeeper to take would be:
- A meet with the dining room manager.
  - B complaint about the lack of cooperation from the dining room staff.
  - C schedule a meeting with the hotel general manager to resolve the situation.
  - D inform housekeeping's night crew that they must take responsibility for cleaning those areas.
13. The final responsibility for the cleanliness and overall appearance of banquet and meeting rooms usually rests with \_\_\_\_\_.
- A the attendant
  - B the services staff
  - C the banquet staff
  - D the housekeeping staff
14. In most hotels, the housekeeping department has very limited cleaning responsibilities in relation to \_\_\_\_\_.
- A pool area
  - B gym rooms
  - C kitchen areas
  - D management office
15. What the linen used to cover and mattresses called?
- A Duvet.
  - B Blanket.
  - C Duvet Cover.
  - D Mattress Protector.

16. When do servicing rooms priority should be given?
- A Occupied rooms, dirty rooms, and guest request.
  - B Vacant rooms, occupied rooms, and guest request.
  - C Guest request, vacant rooms, and occupied rooms.
  - D Occupied rooms, guest requests, and vacant rooms.
17. Major public area cleaning should be undertaken between?
- A 1200 to 1800 hours.
  - B 0300 and 0800 hours.
  - C 2100 and 0300 hours.
  - D Midnight to 0600 hours.
18. A frequency schedule tells \_\_\_\_\_
- A how often to clean.
  - B how and where to clean.
  - C how many people should clean.
  - D how long it should take to clean.
19. To whom should all Lost and Found articles be handed over to?
- A Security.
  - B Personnel.
  - C Engineering.
  - D Housekeeping.
20. An adjoining room is a room \_\_\_\_\_.
- A next to each other
  - B next to the elevator
  - C next to the stairways
  - D opposite to each other

21. What should the chambermaid do if they found a bag left in the check-out room?
- A Dispose the bag after the guest check out.
  - B Store securely, tagged, logged in lost and found report.
  - C Just leaves the bag in the room until the guest come again.
  - D Give the bag to the chambermaid who found it after 6 hours the guest check out.
22. How many days the lost and found items be kept?
- A 30 days.
  - B 60 days.
  - C 90 days.
  - D 120 days.
23. What should the chambermaid do before entering the guestrooms?
- A Knock the door.
  - B Open the door slowly.
  - C Replenish the amenities.
  - D Check the status of room.
24. What should the chambermaid do to the room with a do not disturb sign?
- A Do not knock the door.
  - B Report to the supervisor.
  - C Only clean the bathroom.
  - D Just open the door slowly.
25. Which one is an example of guest loan item?
- A Television.
  - B Iron board.
  - C Tablecloth.
  - D Bedspreads.



26. Who will inspect the toilet after the chambermaid has clean the public area?
- A F&B Executive.
  - B Manager on duty.
  - C Front office manager.
  - D Housekeeping Supervisor.
27. Which area is considered as back of the house?
- A Lobby.
  - B F&B outlets.
  - C Public restrooms.
  - D Employee locker room.
28. What is the public area attendant's responsibility?
- A Clean the dust and cobwebs in the lobby.
  - B Show the guest the way to the attraction place.
  - C Repair the broken windows at the hallways.
  - D Send the guest's luggage to the guestrooms.
29. What is the suitable time to clean the management office?
- A 8.00am to 4.00pm.
  - B 10.00am to 6.00pm.
  - C 3.00pm to 11.00pm.
  - D 12.00am to 8.00am.
30. What should the housekeeping attendant do if there are papers on the desktop when cleaning the GM's office?
- A The attendant should not dust the desktop.
  - B The attendant must give the paper to the clerk.
  - C The attendant should take the paper and put it in order.
  - D The attendant must throw the paper into the waste basket.

[30 MARKS]



**QUESTION 4**

Predict five (5) types of budgeting expenses.

(5 marks)

**QUESTION 5**

Manifest two (2) types of inventory.

(4 marks)

**QUESTION 6**

Apply four (4) methods to control expenses.

(4 marks)

**QUESTION 7**

Direct the meaning of the term below

- i. Capital Budget
- ii. Operating budget

(2 marks)

**QUESTION 8**

Assess four (4) advantages of on - premises laundry.

(4 marks)

**QUESTION 9**

Show four (4) factors that need to be considered when we need to have new uniforms in housekeeping department.

(4 marks)

**QUESTION 10**

Use five (5) types of guest loan items.

(5 marks)

**[40 MARKS]**

**PART C**

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

Answer ALL questions in the Answering Booklet.

**QUESTION 1**

a) Discover the number of guests with the following bed structure can lodge?

- 120 rooms with one king-size bed each room =
- 75 rooms with two double-size beds in each room =
- 35 twin-bedded rooms =
- 150 rooms with one queen-size bed in each room =
- 50 rooms with one queen and single bed in each room =
- 60 rooms with double decker each room =

(6 marks)

b) Sarah is a supervisor in Housekeeping department. She will brief the staff every day before they start their work. As a chambermaid or room attendant trolley is an equipment to store or keep a given number of linens, supplies and other material.

Sketch the Chambermaid Trolley Preparation and label their component.

(6 marks)

**QUESTION 2**

Valet service means that a hotel will take care of guest laundry needs. Valet service can be handled in two ways. The hotel may contract with an outside laundry or on - premises valet service.

Construct **six (6)** requirements to offer valet service.

(6 marks)

**QUESTION 3**

The goal of guestroom cleaning is to provide sanitary, safe and attractive surroundings. The cleaning process should be done daily.

Prepare **twelve (12)** cleaning sequences in guestroom.

(12 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**

