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ONLINE FINAL EXAMINATION**

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**COURSE NAME : MANAGING HOUSEKEEPING OPERATION**  
**COURSE CODE : DHM 2083**  
**EXAMINATION : JUNE 2022**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **THREE (3)** :  
PART A (30 Marks)  
PART B (40 Marks)  
PART C (30 Marks)
2. Please refer to the detailed instructions in this question paper.
3. Students are allowed to refer to resources such as lecture notes, books, internet or any other relevant resources.
4. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
5. Write your details as follows in the upper left corner for each answer sheet:
  - I. Student Full Name
  - II. Identification Card (I/C) No.
  - III. Class Section
  - IV. Course Code
  - V. Course Name
  - VI. Lecturer Name
6. Each answer sheet must have a page number written at the bottom right corner.
7. Answers should be handwritten, neat and clear.

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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 11 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

This statement 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.
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. The following statement is referring to \_\_\_\_\_ flow?

- 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

- 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 Complain 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 is the linen used to cover a mattress called?

- A Duvet.
- B Blanket.
- C Duvet Cover.
- D Mattress Protector.

16. When 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?
- 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 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**

Classify **five (5)** types of budgeting expenses.

(5 marks)

**QUESTION 5**

Discover **two (2)** types of inventories with explanation.

(4 marks)

**QUESTION 6**

Predict **four (4)** methods to control expenses.

(4 marks)

**QUESTION 7**

Explain the terms below.

- i. Capital Budget
- ii. Operating budget

(2 marks)

**QUESTION 8**

Show **four (4)** advantages of on premises laundry.

(4 marks)

**QUESTION 9**

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

(4 marks)

**QUESTION 10**

Choose **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**

The general rule in lodging properties is to have all guestrooms inspected by qualified staff before they are handed over to the front desk for renting them to guests. It is important as inspectors are the last employees to catch any errors made during cleaning before guest arrive.

As supervisor in housekeeping department in Lexus Hotel, Sarah needs to designate the checklist of inspection guestroom for the references of their staff.

(12 marks)

**QUESTION 2**

Valet service mean 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.

Classify **six (6)** requirements offering 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.

Analyse **twelve (12)** cleaning sequence in guestroom.

(12 marks)

**[30 MARKS}**

**END OF QUESTION PAPER**