



014

SCHOOL OF HOSPITALITY AND TOURISM  
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FINAL EXAMINATION  
SEMESTER JANUARY 2015

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COURSE	:	MANAGING HOUSEKEEPING OPERATION
COURSE CODE	:	HHK 6084
TIME / DURATION	:	9.00 AM -12.00 PM (3 HOURS)
DATE	:	11MAY 2015

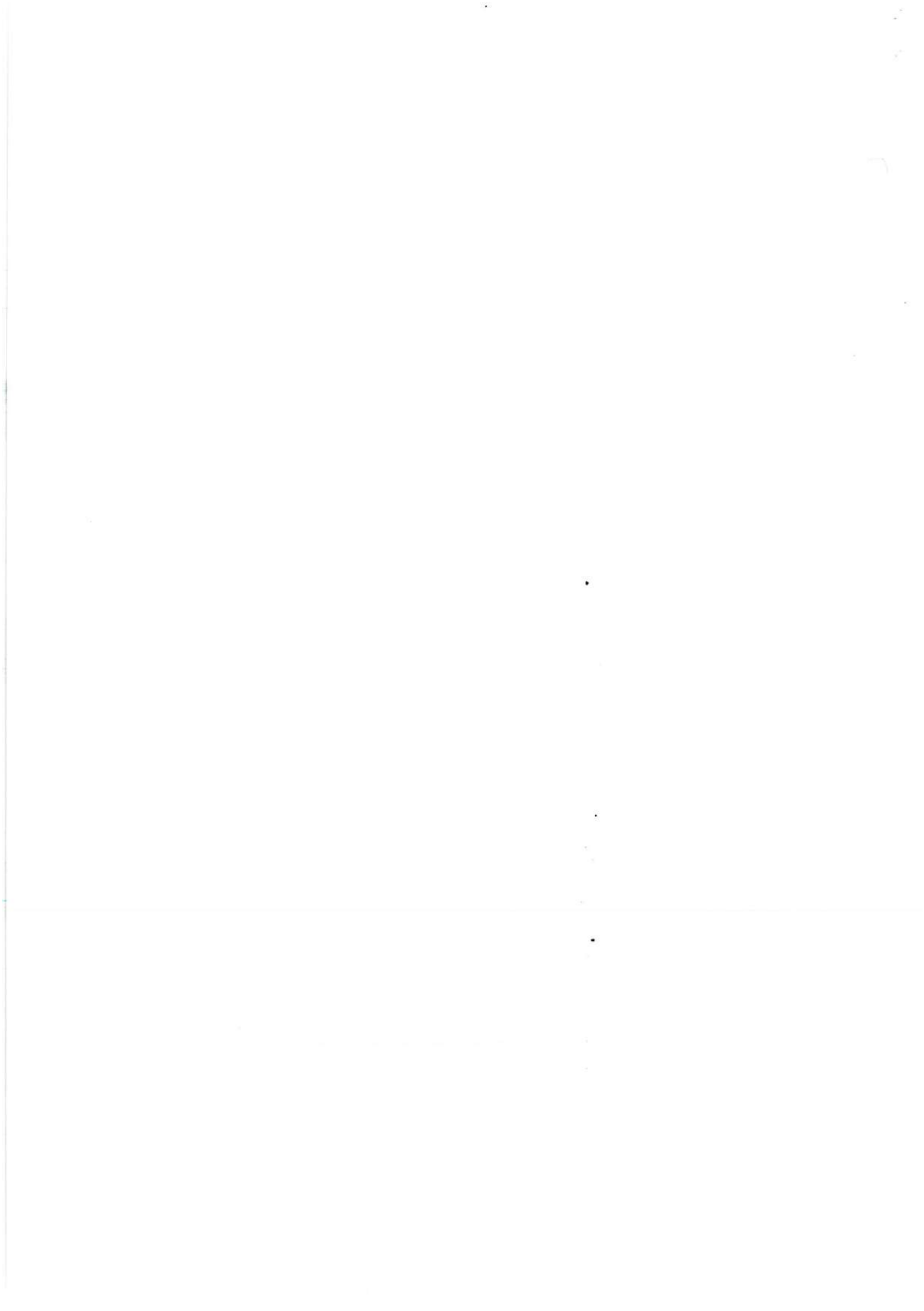
**INSTRUCTIONS TO CANDIDATES**

1. This examination paper consists of **FIVE (5) Section**:
  - Section A (20 Marks)
  - Section B (20 Marks)
  - Section C (10 Marks)
  - Section D (40 Marks)
  - Section E (10 Marks)
2. Answer **ALL** questions Section A, B, C and D. For **Section E**, answer **ONE(1)** question only.
3. Candidates are 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. OMR Form
  - iii. Answering Booklet

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**THERE ARE 11 PAGES OF QUESTIONS, INCLUDING THIS PAGE**

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**SECTION A (Total: 20 marks)****MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

1. Which below is not a type of linens?
  - A. Pillow case
  - B. Toilet tissue
  - C. Bath towel
  - D. Sheets
  
2. The first step in cleaning the bedroom in guestroom is usually:
  - A. To vacuum the room thoroughly
  - B. To make the bed
  - C. To wipe all furniture
  - D. To collect and empty trash
  
3. If the par stock for bath towels is 8,300 how many bath towels must be ordered to bring back the stock up to par if the total bath towels on hand was 5,525 and the housekeeper had 1000 pieces on order?
  - A. 1,705
  - B. 1,775
  - C. 1,770
  - D. 1,725
  
4. How many pillowcases, for a par of 3, should be on hand for a 400-room property that has 100 rooms with one king bed in each room and 300 rooms with one queen bed in each room. Each bed is supplied with four pillows of the same size:
  - A. 1600 pillow cases
  - B. 3800 pillow cases
  - C. 4080 pillow cases
  - D. 4800 pillow cases

5. If the cost of labor for room attendants was RM2856.00 for a specific period of time and the average hourly rate was RM3.00, how many hours did the room attendants work?
- A. 952 hours
  - B. 962 hours
  - C. 925 hours
  - D. 937 hours
6. Which of the following is used to plan the work of the housekeeping department by specifying items cleaned and maintained items within a particular area of the hotel?
- A. Performance standards
  - B. A calendar plan of special cleaning projects
  - C. Productivity standards
  - D. An area inventory list
7. The greatest number of purchase units that should be in stock at any time is called:
- A. The maximum quantity
  - B. The lead time quantity
  - C. The par level
  - D. The minimum quantity
8. An evening service rendered by the housekeeping department, which replaces soiled bathroom linen and prepares the bed for use is called.....
- A. Turn-around service
  - B. Night-cleaning
  - C. Turn-down
  - D. Turn-away

9. Which of the following statement is TRUE:
- A. Bath linens typically replaced twice a daily at mid-market hotels.
  - B. Economy hotels mostly target vacationers, retirees and groups of conventioners
  - C. Luxury hotels offer providing upscale restaurants, concierge service and opulent meeting and private dining facilities.
  - D. Mid-market hotels offer special rate for military personnel, educators and corporate groups
10. \_\_\_\_\_ is the management function of implementing the results of planning and organizing at the level of daily housekeeping activities.
- A. Staffing
  - B. Controlling
  - C. Directing
  - D. Coordinating
11. Which one is not the type of room that commonly available in hotel industry
- A. Murphy
  - B. Cabana
  - C. Duplex
  - D. Studio
12. The room division in hospitality industry include
- A. The food and beverage and the financial controller's office
  - B. The maintenance department and the room service department
  - C. Sales and marketing, the front office and the controller's office
  - D. The housekeeping department and the front office department
13. The purpose of performance standards is:
- A. To establish a list of the items that needs to be regularly cleaned
  - B. To inform a room attendant of the way to make beds
  - C. To ask a janitor to vacuum the carpet every day.
  - D. To deep-clean rooms during low occupancy



14. Housekeeping department functions is
- A. To plan and organizing the activities in lodging properties
  - B. To provide staff meal and employee benefits
  - C. To maintain clean, safe and secure environment of lodging properties
  - D. To control the expenses of all department
15. The first steps on laundry operation is
- A. Transporting the soiled linens to the laundry
  - B. Sorting the linens by the degree of soiling
  - C. Collecting the soiled linens
  - D. Determine the suitable chemical used.
16. \_\_\_\_\_ is the best way to control employees' theft as it is common employee is using bags, purses or parcels.
- A. Security system
  - B. Employee door system
  - C. Parcel pass system
  - D. Key control system
17. Chemical generally use in cleaning the bathroom
- A. Detergent
  - B. Extractor
  - C. Multipurpose cleaner
  - D. Fabric softener
18. Bed and bath linen all items commonly available in all locations of the hotel must be counted during physical inventory program. Usually, locations where bed and bath linen are found in hotels include, except
- A. The guestrooms
  - B. The floor linen pantry
  - C. The housekeeping office
  - D. The laundry room

19. Hotels could be classified on the basis as below except
- A. Types of guest or market
  - B. The service level
  - C. Hotel view
  - D. The hotel size
20. Uniforms are measure through par level whereby it is depends on
- A. Styles of uniform
  - B. Quality of the uniform
  - C. How often uniforms need cleaning
  - D. How the uniform will be maintained

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

1. The space should be devoted to the on premise laundry is depending on the types of linens.
2. Soiled linen should be sorted by the degree of soiling and by the type of fabric to prevent unnecessary wear and damage to linens.
3. Overnight valet service means that laundry is sent out in the morning and receive by the guest in the evening.
4. The purpose of safety committees is preventing accidents from happening .
5. Sterilization consists of cleaning surfaces, articles, and material to reduce germ count to a safe level according to public health standards and codes.
6. Budget may need to be adjusted in light of unforeseen or changing circumstances.
7. The sales department relies heavily on the housekeeping department to ensure that the rooms are ready and clean for arriving groups.
8. Headboards are often designed to match other pieces of furniture.
9. Adjoining room and connecting room brings the same meaning.
10. The procedures for cleaning lobby are divided into two bases: weekly basis and monthly basis.
11. Advantage of box spring frame is that room attendants don't have to vacuum underneath the box frame, thus saving time when cleaning the room.
12. Performance standard relates to quality whereby, it is not only stated what must be done but also how the job must be done.
13. Employees turn-over never affect hotel uniform needs.
14. Color, theme, and uniform design depending on competitors' uniform design.
15. Inventory control of cleaning supplies may involve perpetual inventory as well as physical inventory.
16. Floor par apply by linens outlet to control linens issuing.
17. Housekeeping department is also known as 'back-of-house'.
18. Property's staffing guide help to control salaries, wages and the costs related to employee benefits.
19. Green lodging facilities aimed to minimize waste and reducing energy consumption.
20. It is advisable to purchase pieces of furniture directly from a catalogue.



**SECTION C (Total: 10 marks)****FILL IN THE BLANK QUESTIONS****INSTRUCTION: Choose the most suitable answer and fill in the blanks****Please use the answer booklet provided.**

Do not Disturb	Capital Budget	Contract Laundry
Guest Loan Items	Cabana	Uniform
Latex	Supervisor Housekeeping	Executive Housekeeping
Budget Planning	New Hiring	Operating Budget
Mattress	Duplex	On Premise Laundry

1. DND is sign for \_\_\_\_\_
2. Room situated near swimming pool area is called as \_\_\_\_\_
3. \_\_\_\_\_ can promote the hotel and department.
4. Par stock for \_\_\_\_\_ depends on the frequency of collection and delivery service from the commercial laundry.
5. \_\_\_\_\_ is an important person who play role to control the housekeeping resources.
6. \_\_\_\_\_ also known as foam rubber.
7. \_\_\_\_\_ includes iron, hair dryer and baby coat.
8. Expenditure of company assets for items costing RM 500 or more is called \_\_\_\_\_
9. Forecast room sales are the first step in \_\_\_\_\_
10. \_\_\_\_\_ is one of the important factor that management should look at when planning for uniform budget.

**SECTION D(Total: 40 marks)**

**SHORT ESSAY QUESTIONS**

**INSTRUCTION: Answer ALL questions.**

**This section consists of 8 questions.**

**Please use the answer booklet provided.**

**Question 1**

Define the term below.

- i. Double room
- ii. Twin room
- iii. Studio room
- iv. Double Suite
- v. Cabana
- vi. Duplex Suite

[6 marks]

**Question 2**

List **FIVE (5)** recycled inventories and **FIVE (5)** non-recycled inventories

[10 marks]

**Question 3**

List **FOUR (4)** types of linen.

[4 marks]

**Question 4**

Hotel Crystal consists of 500 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:

[5 marks]

**Question 5**

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

- Cleaning period per room - 30 minutes
- Working hours - 8 hours
- Beginning –of- shift duties - 10 minutes
- Morning break - 15 minutes
- Afternoon break - 25 minutes
- End- of- shift duties - 10 minutes

Determine the time available for guestroom cleaning and total room can be clean for a staff per shift

[5 marks]

**Question 6**

List **FOUR(4)** factors that must be considered during selection of mattresses

[4 marks]

**Question 7**

List **SIX (6)** public area and housekeeping areas of responsibilities

[6 marks]

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

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

**Please use the answer booklet provided.**

**QUESTION 1**

One of the greatest concerns of the lodging industry today is the issue of security. It is not uncommon for properties to hire a team of officers to maintain security in the establishment. Besides security manpower, lodging properties must provide security training for employees and often are compelled to invest substantial resources in TV surveillance, in room safes and impenetrable room entry systems. In your own opinion, briefly explain how to minimizing theft by employees, guests and intruders.

[10 marks]

**QUESTION 2**

The operative success of on premise laundries depends on the adequate planning of the facilities based on detailed analysis of the property's needs. Briefly explain the flow of linens through the on premise laundry (OPL).

[10 marks]

**END OF QUESTION PAPER**





