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FINAL EXAMINATION**

COURSE NAME : MANAGING HOUSEKEEPING OPERATION
COURSE CODE : DHM2083/HHK6084
EXAMINATION : NOVEMBER 2016
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **THREE (3)**:
 - PART A (20 MARKS)
 - PART B (50 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 make sure that all material is available during this examination session:
 - i. Question Paper
 - ii. Objective Answer Paper
 - iii. Answer Booklet

DO NOT OPEN QUESTION PAPER UNTIL HAVE BEEN TOLD TO DO SO

THIS QUESTION PAPER CONSISTS OF 9 PRINTED PAGES INCLUDING FRONT PAGE

PART A

This part contains of **TWENTY(20)** questions.

Answer ALL in Objective Answer Paper.

1. The first step in cleaning the 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

2. Which of the following an example of operating budget?
 - A. Machines & equipment
 - B. Renovation & refurbishment
 - C. Housekeeping trolley.
 - D. In-house laundry

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. 1,725
 - C. 1,755
 - D. 1,775

4. The room division in hospitality industry includes:
 - A. The food and beverage and the financial controller's office
 - B. The maintenance department and the room service department
 - C. The housekeeping department and the front office department
 - D. Sales and marketing, the front office and the controller's office

5. 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. 4800 pillow cases
 - C. 4080 pillow cases
 - D. 3800 pillow cases
6. 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. 922 hours
 - B. 962 hours
 - C. 952 hours
 - D. 942 hours
7. 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
8. _____ refers to the standard number of inventoried items that must be on hand to support daily routine housekeeping operation.
- A Recycled items
 - B Laundry cycle
 - C Floor par
 - D Par

9. How many hours laundered linens should rest in storage?
- A. 12 hours
 - B. 24 hours
 - C. 4 hours
 - D. 2 hours
10. What is the biggest portion of budget in housekeeping operation budget?
- A. Salaries and wages
 - B. Beds
 - C. Linens
 - D. Uniforms
11. Charged or the cost of holiday or vacation pay, employee meals, medical expenses, staff parties or social events, insurance are some examples of _____
- A. outside service
 - B. operating cost
 - C. employee benefits
 - D. capital cost
12. Uniforms are measure through par level, whereby it is depends on _____
- A. styles of uniform
 - B. quality of the uniform
 - C. how the uniform will be maintained
 - D. none of the above
13. A 400 room-hotel that assigns 16 rooms as the quota per room attendant needs _____ when the occupancy is 80%.
- A. 18 room attendants
 - B. 20 room attendants
 - C. 16 room attendants
 - D. 22 room attendants

14. 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. An area inventory list
 - D. Productivity standards
15. The greatest number of purchase units that should be in stock at any time is called:
- A. The lead time quantity
 - B. The par level
 - C. The minimum quantity
 - D. The maximum quantity
16. Identify which of the following is an example of bed?
- A. Innerspring
 - B. Latex (foam rubber)
 - C. Plastic mattress
 - D. None of above
17. Items that must be cleaned on a daily or weekly basis become part of :
- A. Daily cleaning
 - B. Routine cleaning
 - C. Deep cleaning
 - D. Scheduled cleaning
18. If the time available for guestroom cleaning during a work shift is 6 hours and 48 minutes and each room attendant is expected to clean 17 guestrooms per shift, the time it takes for one room attendant to clean one guestroom is:
- A. 18 minutes
 - B. 20 minutes
 - C. 24 minutes
 - D. 28 minutes

19. Which of the following statement is **TRUE**?
- A. Economy hotels mostly target vacationers, retirees and groups of conventioners
 - B. Bath linens typically replaced twice a daily at mid-market hotels.
 - 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
- 20 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

[20 MARKS]

PART B

This part contains of twelve (12) questions
Answer ALL questions in Answer Booklet.

QUESTION 1

Define the following terms:

- a. Single room
- b. Double room
- c. Twin room
- d. Studio room
- e. Single suite

(5 Marks)

QUESTION 2

How an executive housekeeper could control housekeeping expenses?

(4 Marks)

QUESTION 3

Identify **THREE (3)** types of maintenance.

(3 Marks)

QUESTION 4

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

- Cleaning period per room - 30 minutes
- Working hours - 12 hours
- Beginning-of-shift duties - 20 minutes

- Morning break - 15 minutes
- Afternoon break - 25 minutes
- End-of-shift duties - 15 minutes

(4 Marks)

QUESTION 5

Identify **THREE (3)** types of service level

(3 Marks)

QUESTION 6

List **TWO (2)** types of inventories.

(2 Marks)

QUESTION 7

What are **FOUR (4)** types of mattresses?

(4 Marks)

QUESTION 8

Identify **SIX (6)** types of linens.

(6 Marks)

QUESTION 9

How to care and cleaning bedspread?

(4 Marks)

QUESTION 10

Identify **FIVE (5)** examples of non-recycled inventories?

(5 Marks)

QUESTION 11

List **FIVE (5)** types of hotel segmentation?

(5 Marks)

QUESTION 12

List **FIVE (5)** items in maid cart trolley?

(5 Marks)

[50 MARKS]

PART C

This part contains of THREE (3) questions.

Answer ALL questions in Answer Booklet.

QUESTION 1

- a) How to determine the appropriate par of linens?

(3 Marks)

- b) Hotel Selesa consists of 300 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. (7 Marks)

QUESTION 2

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.

In detail, briefly explain **3 (THREE)** ways that can be applied by the hotels in order to reduce environmental impact due to hotel operation.

(10 Marks)

QUESTION 3

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 **11 (ELEVEN)** steps of linens through the OPL.

(10 Marks)

END OF QUESTION PAPER

