



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

**COURSE NAME : MANAGING HOUSEKEEPING
OPERATION**

COURSE CODE : DHM2083

EXAMINATION : APRIL 2018

DURATION : 3 HOURS

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

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 of **thirty (30)** questions.

Answer ALL in Objective Answer Paper.

1. Which below is not a type of linens?
 - A Toilet tissue
 - B Pillow case
 - C Bath towel
 - D Sheets

2. What is the first step in cleaning the bedroom in guestroom?
 - A vacuum the room thoroughly.
 - B collect and empty trash.
 - C wipe all furniture.
 - D make the bed.

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 1,770
 - D 1,775

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 925 hours
 - B 937 hours
 - C 952 hours
 - D 962 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 Calendar of cleaning projects.
 - B Performance standards.
 - C Productivity standards.
 - D An area inventory list.
7. What terms do we called for the greatest number of purchase units that should be in stock at any time?
- A the maximum quantity.
 - B the lead time quantity.
 - C the minimum quantity.
 - D the par quantity.
8. What do we called for an evening service which replaces soiled bathroom linen and prepares the bed?
- A night-cleaning service.
 - B turn-around service.
 - C turn-down service.
 - D turn-away service.

9. Which one of the following is refer to the housekeeping role?
- A Make a reservation, registration and settlement of guest account.
 - B Cleaning and maintaining the guest room and public area.
 - C Purchase and order raw material with supplier.
 - D Cooking and serving the food to customer.
10. _____ is the management function of implementing the results of planning and organizing at the level of daily housekeeping activities.
- A Coordinating
 - B Controlling
 - C Directing
 - D Staffing
11. Which one is not the type of room that commonly available in hotel industry?
- A Cabana
 - B Murphy
 - C Duplex
 - D Studio
12. The room division in hospitality industry include _____
- A the maintenance department and the room service department.
 - B the housekeeping department and the front office department.
 - C sales and marketing, the front office and the controller's office.
 - D the food and beverage and the financial controller's office.
13. The purpose of performance standards is to _____
- A establish a list of the items that needs to be regularly cleaned.
 - B inform a room attendant of the way to make beds.
 - C ask a janitor to vacuum the carpet every day.
 - D deep-clean rooms during low occupancy.

14. Housekeeping department functions is _____
- A to maintain clean, safe and secure of lodging properties.
 - B to plan and organizing the activities in lodging properties.
 - C to provide staff meal and employee benefits.
 - D to control the expenses of all department.
15. What is the importance of wearing a uniform among hoteliers?
- A The uniform can make the employee look handsome and smart.
 - B Employees' attires could affect guest impression.
 - C It is because the uniform is beautiful.
 - D Uniform is important to the hotel view.
16. Laundered linens should rest in storage within _____.
- A 2 hours
 - B 6 hours
 - C 12 hours
 - D 24 hours
17. What is chemical generally used in cleaning the bathroom?
- A Multipurpose cleaner
 - B Powder Detergent
 - C Fabric softener
 - D Cloth Extractor
18. The deep cleaning program will be held _____
- A after the guest check out from room.
 - B on the first weekend every month.
 - C before the VIP come to the hotel.
 - D during low occupancy period.

19. Which one of the following can assist the housekeeping department to select the best quality bed mattress?
- A Have many decorations.
 - B Heavy and hard to lift.
 - C Resilient and durable.
 - D Cheap and simple.
20. Uniforms are measure through par level whereby it is depends on _____
- A how the uniform will be maintained.
 - B how often uniforms need cleaning.
 - C quality of the uniform.
 - D styles of uniform.
21. What are the characteristic of good blanket?
- A Non absorbent and layer with cotton pad.
 - B Good insulation and non flammability.
 - C Thin and heavyweight material.
 - D Made from synthetic rubber.
22. Which type of mattress is easier to clean and more durable?
- A Latex (foam rubber)
 - B Plastic Mattress
 - C Natural fiber
 - D Solid cotton
23. An executive housekeeper can control the housekeeping expenses by _____
- A accurate recordkeeping.
 - B frequency scheduling.
 - C performance standard.
 - D housekeeping report.

24. Why there were different types of guestroom offered?
- A Give the loyalty point to the guest
 - B To match with guest preferences
 - C Easy to mark up price
 - D Can get double profit
25. Why housekeeping department have to build good relationship with laundry department?
- A To check the guestroom deficiencies
 - B To purchase the out of stock item
 - C To ensure smooth flow of linen
 - D To give the discrepancy report
26. Which area in hotel, the housekeeping department has very limited cleaning responsibilities?
- A Management office
 - B Kitchen area
 - C Pool side
 - D Hallways
27. Which of the following is basic function in housekeeping department?
- A Answering the phone
 - B Develop a new menu
 - C Making the bed
 - D Taking an order
28. Why fire and accident prevention are important in housekeeping department?
- A The most effective way to improve air quality.
 - B By law to keep the place free from hazard.
 - C To recovering the sustainability of earth.
 - D In order to observe the guest's suitcase.

29. How to reduce the spread of germs in guestroom?
- A Sanitation, disinfection and sterilization.
 - B Scrubbing with the scrub pad and soap.
 - C Use recycle soap to clean the stain.
 - D Wash with toxic chemical.
30. What is the first step in guest bathroom cleaning procedures?
- A Replenish the guest amenities.
 - B Wipe the vanity counter.
 - C Clean the shower area.
 - D Flush the toilet.

[30 MARKS]

PART B

This part contains of **seven (7)** questions.
Answer ALL questions in Answering Booklet.

QUESTION 1

Define the term below.

- i) Single room
- ii) Twin room
- iii) Triple room
- iv) Single Suite
- v) Cabana
- vi) Duplex Suite

(6 marks)

QUESTION 2

Give **four (4)** types of guest loan items.

(4 marks)

QUESTION 3

Identify **four (4)** types of linen use in housekeeping

(4 marks)

QUESTION 4

Hotel Meiwah consists of 200 room of queen size bed and 300 room of 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

List **six (6)** types of budgeting expenses

(6 marks)

QUESTION 6

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

Activities	Time
Cleaning period per room	30 minutes
Working hours	9 hours
Beginning of shift duties	10 minutes
Morning break	15 minutes
Afternoon break	25 minutes
End of the shift duties	10 minutes

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

(7 marks)

QUESTION 7

Describe **SIX (6)** procedures when cleaning the admin and management office

(6 marks)

[40 MARKS]

PART C

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

Answer ALL questions in Answering Booklet.

QUESTION 1

Cleaning sequence start with entering guestroom. There are several procedures should be follow such as lost and found procedures, bathroom cleaning and bed making procedures

Briefly explain cleaning sequence of guest room.

(10 marks)

QUESTION 2

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.

(9marks)

QUESTION 3

Planning a laundry includes its design and space allocation, the selection of layout and equipment, and the initial staffing and training workers.

Briefly explain **eleven (11)** steps of linens through the on premise laundry.

(11 marks)

[30 MARKS]

END OF QUESTION PAPER

