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FINAL EXAMINATION

**COURSE NAME : MANAGING HOUSEKEEPING
OPERATION**

COURSE CODE : DHM 2083

EXAMINATION : OCTOBER 2019

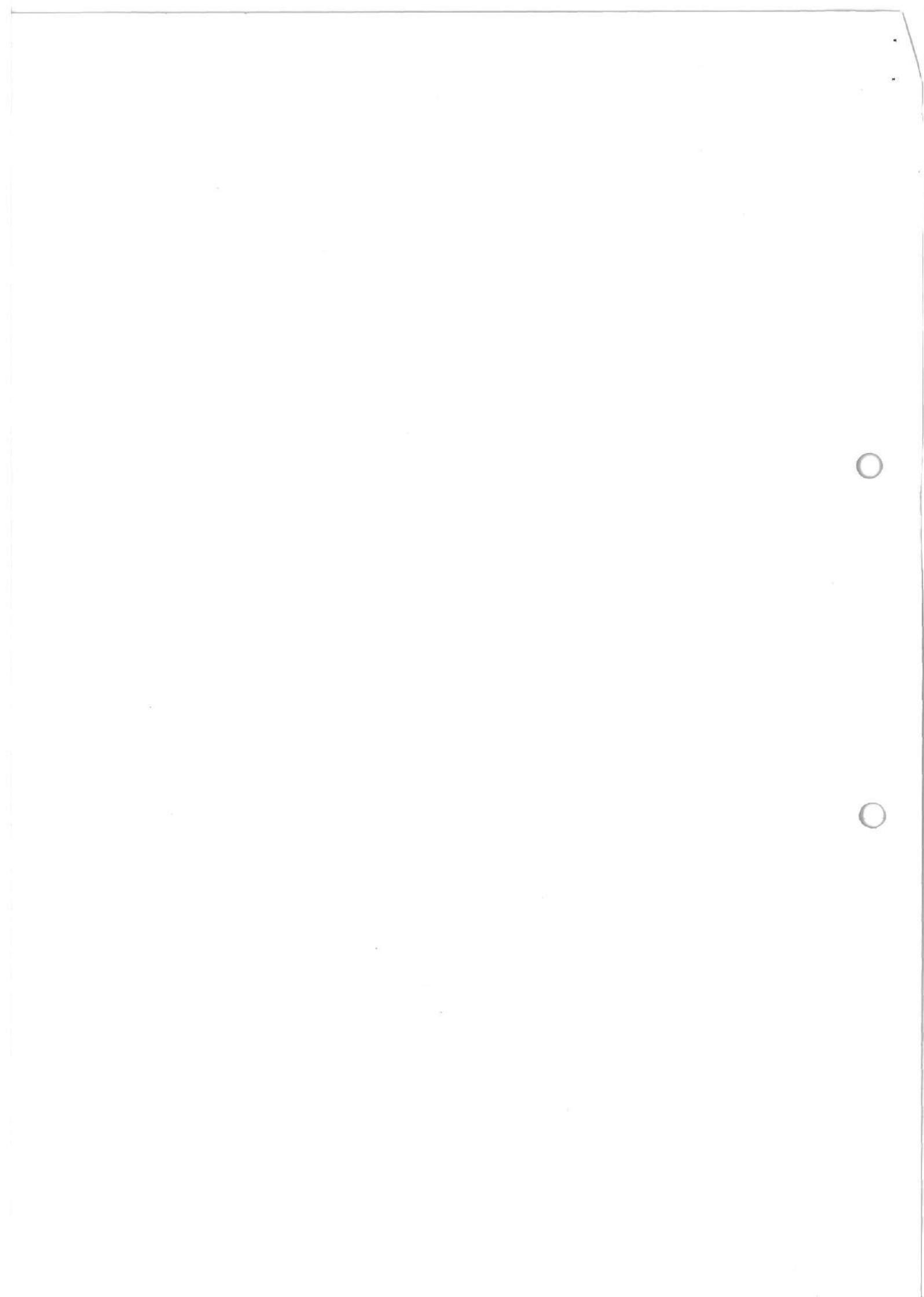
DURATION : 3 HOURS

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 consist of:
 - i. Question Paper
 - ii. Objective Answer Paper
 - iii. Answering Booklet

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*This examination paper consists of **13** printed pages including front page*



PART A

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

Answer ALL in Objective Answer Paper.

1. Who 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. What are clean linens 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 depend on the adequate planning of the facilities based on detailed analysis of the property's need.
- The following statement is referring to _____?

- 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 flow.
- B loading flow.
- C washing flow.
- D extracting flow.

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 that 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 meeting with the dining room manager.
 - B complaining about the lack of cooperation from the dining room staff.
 - C scheduling a meeting with the hotel general manager to resolve the situation.
 - D informing 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 areas
 - B gym rooms
 - C kitchen areas
 - D management offices

15. Linen used to cover and protect the mattress is called?
- A duvet.
 - B blanket.
 - C duvet cover.
 - D mattress protector.
16. While servicing rooms priority should be given to?
- 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. What does a frequency schedule tells you?
- 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. All Lost and Found articles should be handed over to the?
- 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 let the bag leave 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 should 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 a guest loan item?

- A Television.
- B Ironing board.
- C Table cloth.
- D Bedspreads.

26. Who will inspect the guest room after the chambermaid clean the room?

- A Executive F&B.
- B Manager on duty.
- C Front office manager.
- D Supervisor housekeeping.

27. Which area is considered as the back of the house?

- A Lobby.
- B F&B outlets.
- C Public restrooms.
- D Employee locker room.

28. What is the public area attendant is responsibility?

- A Clean the dust and cobwebs in the lobby.
- B Show the guest way to the attraction place.
- C Repair the broken windows at the hallways.
- D Send the guest's luggage to the guestrooms.

29. Which times is suitable 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]

PART B

This part contains **TEN (10)** questions.

Answer ALL questions in Answering Booklet.

QUESTION 1

Define the terms below.

- i. Triple room
- ii. Single room
- iii. Cabana room

(3 marks)

QUESTION 2

Describe **four (4)** types of linen used in food and beverage department.

(4 marks)

QUESTION 3

Hotel Laguna Redang consists of 300 rooms and each room is occupied with king sized bed. The hotel needs to supply two sheets for each room.

Please calculate par stock level based on the information given.

(5 marks)

QUESTION 4

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

(5 marks)

QUESTION 5

List **two (2)** types of valet service.

(4 marks)

QUESTION 6

List **four (4)** types of mattresses.

(4 marks)

QUESTION 7

Explain the terms below.

- i. Recycle items
- ii. Non Recycle items

(2 marks)

QUESTION 8

Give **four (4)** ways of how to control expenses.

(4 marks)

QUESTION 9

List **four (4)** factors that need to be considered when we need to have a new uniform in the housekeeping department.

(4 marks)

QUESTION 10

Identify **five (5)** types of guest loan items.

(5 marks)

[40 MARKS]

PART C

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

Answer ALL questions in the Answering Booklet.

QUESTION 1

a) Determine guests 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) Security awareness for guests and training of employees must be the ongoing concerns of management in order to prevent theft.

Prepare **six (6)** ways on how to minimize theft.

(6 marks)

QUESTION 2

Turndown service refers to the practice of staff entering a guest's room and "turning down" the bed linen of the bed in the room, preparing the bed for use.

Classify **six (6)** procedures of turn down service that take place in guestroom cleaning.

(6 marks)

QUESTION 3

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

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

(12 marks)

[30 MARKS]

END OF QUESTION PAPER