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**FINAL EXAM**

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<b>COURSE</b>	<b>:</b>	<b>MANAGING HOUSEKEEPING OPERATION</b>
<b>COURSE CODE</b>	<b>:</b>	<b>DHM 2083</b>
<b>EXAMINATION</b>	<b>:</b>	<b>MAY 2016</b>
<b>TIME</b>	<b>:</b>	<b>3 HOURS</b>

**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **FIVE (5) Parts**:
  - PART A (10 MARKS)**
  - PART B (20 MARKS)**
  - PART C (20 MARKS)**
  - PART D (40 MARKS)**
  - PART E (10 MARKS)**
  
2. Answer ALL questions.
  
3. Candidates are not allowed to bring any material to examination room **EXCEPT** with the permission of invigilator.
  
4. Please make sure that all material is available during this examination session:
  - i. Question paper
  - ii. OMR Form
  - iii. Answering Booklet

**DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO**  
**THIS QUESTION PAPER CONSISTS OF 10 PRINTED PAGES INCLUDING FRONT PAGE**



**SECTION A: (Total: 10 marks)****MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions****Please use the OMR sheet provided.**

1. Which one is element of hotel segmentation?
  - A. Type of guests
  - B. Management office
  - C. Public area
  - D. Laundry room
  
2. Lists of rooms occupied that and indicates guests who are expected to check out the following day is called \_\_\_\_\_?
  - A. Occupancy report
  - B. Housekeeping status report
  - C. Log book
  - D. Check out report
  
3. Who should be alert to guestroom deficiencies?
  - A. Executive housekeeper
  - B. Supervisor
  - C. Chambermaids
  - D. General manager
  
4. 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
  
5. How many hours laundered linens should rest in storage ?
  - A. 12 hours
  - B. 24 hours
  - C. 4 hours
  - D. 2 hours

6. Below are some factors should be consider in planning of an effective On-Premise Laundry operation **EXCEPT** \_\_\_\_\_?
- A. Laundry needs
  - B. Work area
  - C. Amount of equipment
  - D. Amount of linen in storage
7. Charged for 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
8. Many properties recommend during the mattress \_\_\_\_\_ times per year to ensure the increase the useful life of the bed.
- A. Four
  - B. Two
  - C. Three
  - D. Five
9. Below are types of guest loan items **EXCEPT** \_\_\_\_\_?
- A. Irons
  - B. Hair dryers
  - C. Charger
  - D. Voltage adater
10. Which is from below example of operating budget?
- A. Machines & equipment
  - B. Housekeeping trolley
  - C. In-house laundry
  - D. Renovation & refurbishment

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

1. Classifying hotels is easy.
2. Mid-market hotels hotels providing upscale restaurants and lounge, exquisite decor, concierge service and private dining facilities.
3. Drying is the last stage in the flow of linens through the OPL.
4. 50% of hotels profit come from room sales.
5. Cabana is room that is near to the swimming pool.
6. Housekeeping department functions to maintain clean, safe and secure environment of lodging properties.
7. All uniforms should be inventoried at least on a monthly basis.
8. Par number used to measure recycled items while non-recycled items measures by minimum and maximum number.
9. On-going safety training programs help ensures that safe conditions are maintained in public area only.
10. Productivity standards describe how and what standards the work is to be done.
11. The main function of a bedspread is to protect the mattress from spills and stains.
12. Public area section is the major responsibilities for housekeeping in every hotel.
13. Inventory card system and repair log help housekeeping department to well maintain machines and equipment.
14. Salaries and wages is the biggest portion of budget in housekeeping operation budget.
15. Three (3) parts of preventive maintenance includes inspection, minor corrections and basis-order initiation.
16. Employees responsible for the cleanliness of swimming pool areas will have to inspect diving board platform and pool stairs daily to ensure that they are clean and safe.

17. Operating budget prepared would be send to management and go through few steps after being approved.
18. Overnight service means that laundry is sent out in the evening and arrives back in the guest's room by morning.
19. A laundry attendant or formerly called a 'maid' is responsible for cleaning the guest rooms.
20. All lost and found items should be kept for 90 days.

**SECTION C: (Total: 20 marks)**

**FILL IN THE BLANKS**

**INSTRUCTION: Answer ALL questions. Fill in the blanks with the correct words given below.**

**Please use the answer booklet provided**

Twin room	Contract laundry	Minimum quantity	Sofa beds	Room rack
Evaluating	Directing	Headquarters	Controlling	Task list
Maximum quantity	Inspection	Coordinating	Zed beds	Double room
Perpetual inventory	Executive housekeepers	Accurate counts	Accurate recordkeeping	Physical inventories

1. Hotels categorized as chain property operate under the control of the chain's .....
2. .... is room for two persons and have a queen size bed
3. .... is room for two persons and have two single size bed.
4. A ..... used by front desk to track the status of all rooms
5. Managing standards means ensuring conformity to standards by .....
6. .... is the management function of implementing the results of planning and organizing at the level of daily housekeeping activities.
7. .... is focusing employee activity on the goals established in the planning phase.
8. ....refers to the executive housekeeper's responsibility to devise and implement procedures that protect the hotel's assets,
9. .... is the management function of assessing the extent to which planned goals are, in fact, attained.
10. The tasks that must be performed by an individual occupying a specific position within the department termed as .....
11. .... is a base of stretched springs which can be folded up into a narrow
12. Provide extra seating by day and a bed by night is called .....
13. Par stock for .....depends on the frequency of collection and delivery service from the commercial laundry.

14. .... is the fewest number of purchase units that should be in stock at any time
15. ....is the actual number of additional supplies that must be ordered is determined by the maximum quantity.
16. It involves maintaining ..... of the products on hand in the main storeroom.
17. A ..... of all cleaning supplies is often used in conjunction with the par stock system.
18. Regular ..... should be made of each property storeroom
19. .... have to manage linens effectively to prevent loss and wear and tear of lines.
20. .... enables executive housekeeper to monitor usage rate, inventory costs and variances in relation to standard cleaning procedures.



**SECTION D: (Total: 40 marks)****SHORT ESSAY QUESTION****INSTRUCTION: Answer ALL questions. This section consists of 8 questions.****Please use the answer booklet provided.****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
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(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)

**SECTION E: (Total: 10marks)**

**LONG ESSAY QUESTION**

**INSTRUCTION: Answer all question.**

**Please use the answer booklet provided.**

**QUESTION 1**

Briefly explain **FIVE (5)** types of hotel segmentation.

(10 marks)

**“KERTAS PEPERIKSAAN TAMAT/ END OF QUESTION PAPER”**

