



---

**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

---

**COURSE NAME : MANAGING HOUSEKEEPING  
OPERATION**

**COURSE CODE : DHM 2083**

**EXAMINATION : OCTOBER 2017**

**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. How many hours laundered linens should rest in storage?
  - A. 2 hours.
  - B. 4 hours.
  - C. 12 hours.
  - D. 24 hours.
  
2. 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. Mid-market hotels offer special rate for military personnel, educators and corporate groups.
  - D. Luxury hotels offer providing upscale restaurants, concierge service and opulent meeting and private dining facilities.
  
3. Which of the following is an example of operating budget?
  - A. In-house laundry.
  - B. Housekeeping trolley.
  - C. Machines & equipment.
  - D. Renovation & refurbishment.
  
4. Who should be alert to guestroom deficiencies?
  - A. Supervisor.
  - B. Chambermaids.
  - C. General manager.
  - D. Executive housekeeper.

5. What are items that are consumed/used up during the routine activities?
- A. Recycled inventories.
  - B. Preventive maintenance.
  - C. Daily inspection report.
  - D. Non-recycled inventories.
6. Which of the following are the examples of guest loan items?
- A. Crockery.
  - B. Extra bed.
  - C. Face towel.
  - D. Wheelchair.
7. When the guest checks out, the slip is removed and the room's status is changed to?
- A. Off-change.
  - B. In-change.
  - C. Changing.
  - D. On-change.
8. What is the example of routine maintenance?
- A. Replacing burned-out light bulb.
  - B. Replacing new curtain in the rooms.
  - C. Inspect cracked around bathroom fixtures.
  - D. Checking the guestroom for leaking faucet.
9. Which of the following are **NOT** the examples of chemical being used to washing the towels?
- A. Starch.
  - B. Bleach.
  - C. Fabric softener.
  - D. Washing detergent.

10. The first step in cleaning the guestroom is?

- A. To make the bed.
- B. To wipe all furniture.
- C. To collect and empty trash.
- D. To vacuum the room thoroughly.

11. An evening service rendered by the housekeeping department, which replaces soiled bathroom linen and prepares the bed for use is called?

- A. Turn-away.
- B. Turn-down.
- C. Night-cleaning.
- D. Turn-around service.

12. What is the stars hotel rate that has below than 75 rooms?

- A. 2 stars.
- B. 3 stars.
- C. 4 stars.
- D. 5 stars.

13. The first step of budget planning is?

- A. Budget approval.
- B. Forecast room sales.
- C. Head of department feedback.
- D. Budgets preparation and submission.

14. The greatest number of purchase units that should be in stock at any time is called:

- A. The par level.
- B. The lead time quantity.
- C. The minimum quantity.
- D. The maximum quantity.

15. What are the similarities of the chain hotel?
- A. Logo and staffs.
  - B. Identical services and logo.
  - C. Equipment and identical services
  - D. Equipment, staff and identical services.
16. Who is the person should record the number of soiled linen in the hotel?
- A. Housekeeper.
  - B. Room attendance.
  - C. Laundry attendance.
  - D. Executive housekeeping.
17. What is the basis the hotel could be classified?
- A. Hotel view.
  - B. The hotel size.
  - C. The number of rooms.
  - D. The facilities of the hotel.
18. Charged for the cost of holiday or vacation pay, employee meals, medical expenses, staff parties or social events and insurance are some examples of?
- A. Capital cost.
  - B. Operating cost.
  - C. Outside service.
  - D. Employee benefits.

19. Which of the following describes guestroom situation that need maintenance?

- i. Make-up rooms.
- ii. Leakage in the toilet.
- iii. Heating or air conditionings are not functioning.
- iv. Maintain the water temperature in the bathroom.

- A. i, ii & iii
- B. i, ii & iv
- C. i, iii & iv
- D. ii, iii & iv

20. The needs for new uniforms during the budget period depend on factors such as?

- i. Number of staff.
- ii. Personnel turnover.
- iii. The number of people working in each uniformed position.
- iv. Number of men and women occupying each uniformed position.

- A. i, ii & iii.
- B. i, ii & iv.
- C. i, iii & iv.
- D. ii, iii & iv.

21. What are the factors that must be measure through par level in order to avoid linen short supply?

- i. Occupancy level as well as number of functions.
- ii. Effectiveness of the property's measure to control loss.
- iii. Efficiency of own the valet service equipment and staff of the premises.
- iv. Efficiency of on-premises laundry (in-house laundry) or contract laundry.

- A. i, ii & iii
- B. i, ii & iv
- C. i, iii & iv
- D. ii, iii & iv

22. 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. 2800 pillow cases.
  - B. 3800 pillow cases.
  - C. 4800 pillow cases.
  - D. 5800 pillow cases.
23. How many times per year property recommend to turning the mattress to the useful life of the bed?
- A. Two.
  - B. Three.
  - C. Four.
  - D. Five.
24. 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. Productivity standards.
  - B. An area inventory list.
  - C. Performance standards.
  - D. A calendar plan of special cleaning projects.
25. A 200 room-hotel that assigns 10 rooms as the quota per room attendant needs .....when the occupancy is 80%.
- A. 12 room attendants.
  - B. 14 room attendants.
  - C. 16 room attendants.
  - D. 18 room attendants.
26. What are **not** the types of rooms commonly available in hotel industry?
- A. Duplex.
  - B. Cabana.
  - C. Murphy.



- D. Adjacent.
27. What are the action consists of cleaning surfaces, articles, and material to reduce germ count to safe level according to public health standard and codes.
- A. Sanitation.
  - B. Hazardous.
  - C. Disinfection.
  - D. Sterilization.
28. If the par stock for bath towels is 5,500 how many bath towels must be ordered to bring back the stock up to par if the total bath towels on hand was 3,525 and the housekeeper had 500 pieces on order?
- A. 1,475.
  - B. 1,975.
  - C. 3,025.
  - D. 5,000.
29. The purpose of performance standards is?
- A. To deep-clean rooms during low occupancy.
  - B. To ask a janitor to vacuum the carpet every day.
  - C. To inform a room attendant of the way to make beds.
  - D. To establish a list of the items that needs to be regularly cleaned.
30. What are the first step in bed making process?
- A. Put the pillow on the bed.
  - B. Place the bottom sheet on mattress.
  - C. Place the bedspread over the blanket.
  - D. Bedspread are rolled back toward the headboard.

[30 MARKS]

**PART B**

This part contains of **TWELVE (12)** questions.

Answer **ALL** questions in Answer Booklet.

**QUESTION 1**

Identify **SIX (6)** area of responsibilities in public area & back-of-the-house cleaning for housekeeping department.

(6 marks)

**QUESTION 2**

How an executive housekeeper could control housekeeping expenses?

(4 marks)

**QUESTION 3**

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

(2 marks)

**QUESTION 4**

State **TWO (2)** types of valet service.

(2 marks)

**QUESTION 5**

Give **FOUR (4)** types of mattress.

(4 marks)

**QUESTION 6**

State **TWO (2)** types of linens.

(2 marks)

**QUESTION 7**

Identify **FIVE (5)** areas that housekeepers are responsible for cleaning and maintaining in the hotel.

(5 marks)

**QUESTION 8**

Identify **THREE (3)** types of extra beds.

(3 marks)

**QUESTION 9**

Describe **THREE (3)** effective method to reducing the risk of infectious diseases.

(3 marks)

**QUESTION 10**

You are required to calculate salary for room attendant based on information given:

Working hours : 12 hours

Payment per hour : RM 2.30

Working days : 20 days

(2 marks)

**QUESTION 11**

List **FOUR (4)** factors needs to check before make a selection and maintenance of beds.

(4 marks)

**QUESTION 12**

Define the following terms:

- a. Triple room.
- b. Cabana.
- c. Single suite.
- d. Duplex suite.
- e. Double suite.

(4 marks)

**[40 MARKS]**

**PART C**

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

Answer **ALL** questions in Answer Booklet.

**QUESTION 1**

- a) Scientist believe that humans needs to adopt to some strategies to begin recovering the sustainability of planet earth. Thus, the hotel industries are no stranger to environmental issues and conservative strategies. Elaborate **THREE (3)** ways to maintain sustainability in hotel industry.

(6 marks)

- b) Explain **TWO (2)** methods can be used by the management to minimizing theft in hotel.

(4 marks)

**QUESTION 2**

- a) There are **THREE (3)** types of maintenance that housekeepers need to check while cleaning the guestroom. Briefly explain **ALL** of it.

(6 marks)

- b) What is the function of uniforms in hotel industry?

(2 marks)

- c) There are few tips to make a selection of suitable and comfortable hotel uniforms. Explain **TWO (2)** of the tips.

(2 marks)

**QUESTION 3**

a) What is the definition of par levels?

(1 marks)

b) Identify **THREE (3)** things the executive housekeeper needs to consider to determine appropriate par of linen.

(3 marks)

c) List **SIX (6)** guest loan items.

(6 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**

