

FINAL EXAMINATION

Student ID :

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Student Name : _____

Subject Code & Name : Housekeeping Operation
Semester & Year : Final, 2022
Lecturer/Examiner : Cheryl Yang
Duration : 1 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **THREE (3)** section questions:
 - i. Students are required to answer **ALL SECTIONS**.
2. Study the “**REQUIRED**” section of each question carefully. Then extract the data required for your answers from the information supplied.
3. Write your answers in blue or black ink/ballpoint. You can only use pencil for graphs, charts, diagrams, etc.
4. Begin your answer to each question on a new page.
5. All answers must be correctly numbered but need not be in numerical order.
6. Workings must be shown.
7. You may use a calculator provided the calculator gives no printout, has no word display facilities, is silent and cordless. The provision of batteries and their condition is your responsibility.
8. Marks may be lost through lack of neatness and poor presentation
9. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
10. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are **NOT** allowed to take any examination materials out of the examination hall.

WARNING: ECmage Academy regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students’ Handbook, up to and including expulsion from ECmage Academy

Total Number of pages = 10 (Including the cover page)

SECTION A: (20 Marks)

ANSWER ALL QUESTIONS.

1. What is the Housekeeping department in the hospitality industry?
 - A. The team of employees that is in charge of the food and beverage in an organization
 - B. The team of employees that is in charge of guest relations in an organization
 - C. The team of employees that is in charge of management in an organization
 - D. The team of employees that is in charge of the cleaning task in an organization

2. Which of the following is a role of housekeeping in the hospitality industry?
 - A. Provide food and beverages for a guest
 - B. Checking in a guest
 - C. Repairing maintenance issues
 - D. Reporting maintenance issues

3. Which of the following is NOT one of the basic functions of housekeeping in the hospitality?
 - A. Making the bed
 - B. Taking out the trash
 - C. Cleaning the bathroom
 - D. Answering the phones

4. Which of the following factors contributes to high guest satisfaction?
 - A. When the guest cannot tell whether the linens are new or used
 - B. When rooms have been organized and cleaned to exceed customer expectations
 - C. Working door locks
 - D. A complete absence of stains on the walls

5. The housekeeper will:
 - A. Liaise with reception when there seems to be too much luggage in an occupied room
 - B. Liaise with reception when there seems to be no luggage in an occupied room, which could indicate that the guest has checked out without paying the bill
 - C. Never liaise with reception about luggage
 - D. Liaise with reception when he or she cannot perform his or her duties, carrying luggage

6. In a hotel, a guest who has a heavy cold and has decided to spend the day in bed should be visited first by the
 - A. Duty housekeeper
 - B. Room attendant
 - C. Hotel doctor

- D. General manager
7. Housekeeping work that is performed in the evening
- A. Linens
 - B. Room attendants
 - C. Housekeeping department
 - D. Turndown service

8.

<p>This department is responsible for protecting guest from infection and illness.</p> <p>Largest staff in the hotel and major function to keep clean and attractive the place</p>
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The above sentence refers to?

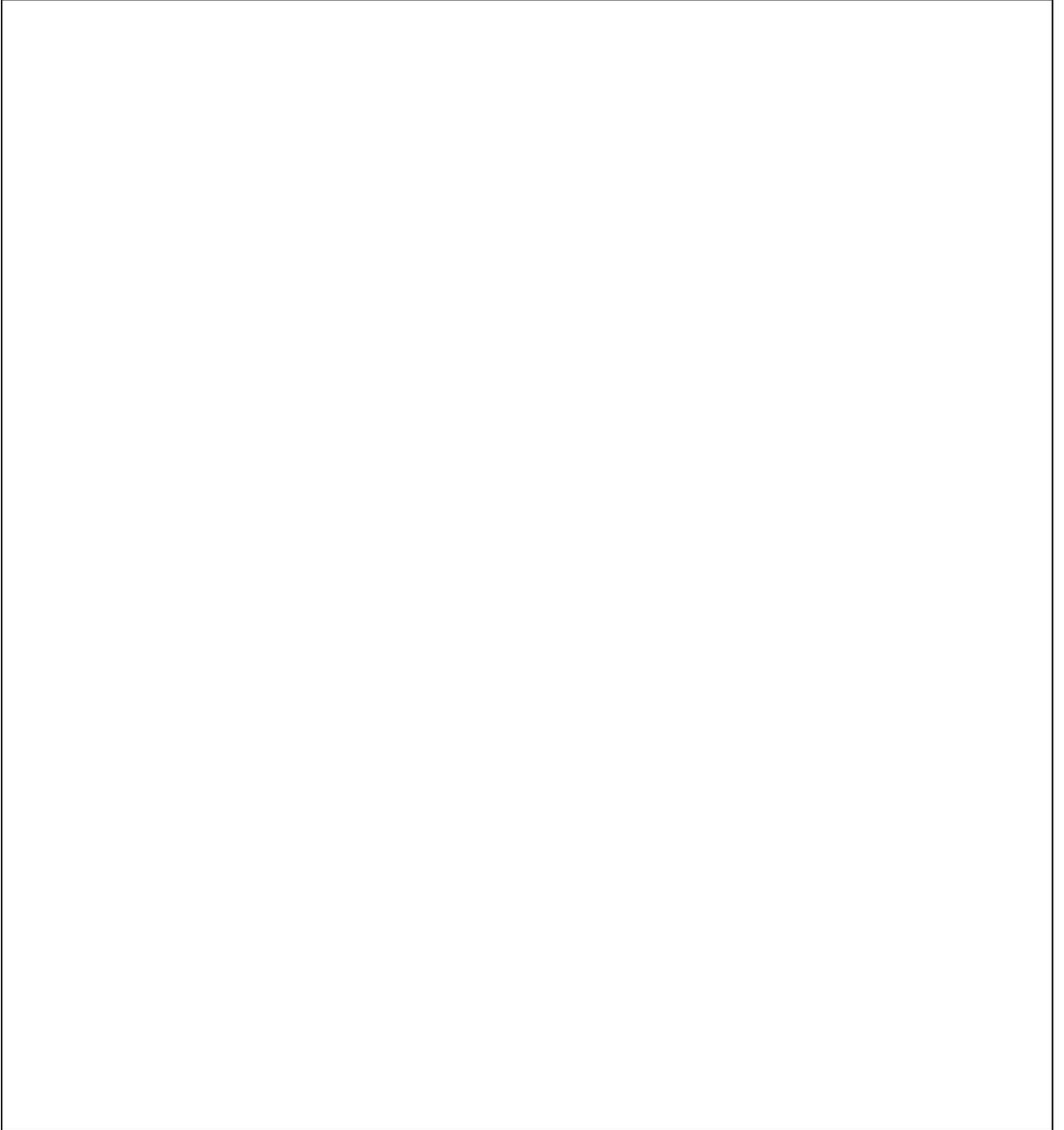
- A. Laundry supervisors
 - B. Washing and drying
 - C. Housekeeping department
 - D. Executive housekeeper
9. Cleaning breakfast service areas?
- A. Housekeeping staff
 - B. Kitchen staff
 - C. General Manager
 - D. Dining room staff
10. Cleaning food preparation items
- A. Kitchen staff
 - B. General Manager
 - C. Housekeeping staff
 - D. Dining room staff
11. Generally, hotels employ one guest room attendant per..... rooms
- A. 12-15 rooms
 - B. 10-12 rooms
 - C. 8-10 rooms
 - D. 9-15 rooms

12. room is used to store items such as vacuum cleaner, ladder and roll away beds?
- A. Housekeeping stores
 - B. Heavy equipment stores
 - C. Lost and found section
 - D. Florist room
13. 'Front of the house' areas such as the entrance, lobby, guest corridors and so on are called as.....?
- A. Public areas
 - B. Floor areas
 - C. Pantry
 - D. Stores
14. is responsible for mending and stitching uniforms, linen and upholstery
- A. Tailor
 - B. Guest room attendant
 - C. Head house person
 - D. Linen room supervisor
15. The job of..... Involves heavy physical works as assigned, such as carpet cleaning, window cleaning, carrying heavy pieces of furniture
- A. Housemen
 - B. Valet Runner
 - C. Bell Boy
 - D. Guest room attendant
16. How does the hospitality industry ensure they are meeting expectations in housekeeping?
- A. Trust in their employees to provide cleanliness
 - B. Spot checking rooms at random every two weeks
 - C. Guest surveys rating cleanliness
 - D. Employee feedback rating cleanliness

17. What tool do we use to remove dust and hair from over the floors prior to mopping?
- A. Broom
 - B. Vacuum
 - C. Swifter
 - D. All the above
18. reports give information on what items within the area must be cleaned or maintained?
- A. Frequency schedule
 - B. Cleaning schedule
 - C. Area inventory list
 - D. None of the above
19. While servicing rooms priority should be given as
- A. Occupied rooms -guest request- vacant rooms
 - B. Vacant rooms-occupied rooms-guest request
 - C. Guest request, vacant rooms, occupied rooms
 - D. Occupied rooms, dirty rooms, guest request
20. is prepared by a front desk agent every night, list the occupied rooms that night and indicates the rooms expected to check out the following day (due out)?
- A. Housekeeping status report
 - B. Hotel Business report
 - C. Front office report
 - D. Occupancy report

SECTION B: (10 marks)

Draw and explain the flow in detail of room cleaning procedure

A large, empty rectangular box with a thin black border, intended for the student to draw and explain the room cleaning procedure flow.

SECTION C: (20 Marks)

ANSWER ALL QUESTIONS

1. Define Housekeeping? (2 MARKS)

2. What is the use of housekeeping trolley? Provide 3 example of guest room supplies loaded in cart. (4 MARKS)

3. Give two examples of public areas in a hotel that must be cleaned by the staff (2 MARKS)

4. Explain on reasons a housekeeping department would have to communicate with the front desk? (3 MARKS)

5. What two things should housekeeper wear and use when cleaning a toilet?
(2 MARKS)

6. What should a housekeeper do if they are approached by a guest claiming to have left their room key in their room and asking the housekeeper to let them into the room?
(4 MARKS)

7. Explain the role of housekeeping department in hotel
(3 MARKS)

END OF QUESTIONS