CONFIDENTIAL HOT3044

UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
SECOND SEMESTER 2008/2009 SESSION

CODE/COURSE : HOT 3044/ HOUSEKEEPING
DATE : 30/04/09
TIME : 8.30AM – 11.00AM
VENUE : DP 4(3) FTM

INSTRUCTIONS:

1. This exam paper contains EIGHT (8) questions in THREE (3) printed pages, excluding the cover page.
2. You are required to answer ALL the questions.
3. Answer all questions on the answer sheets provided.
4. You are NOT ALLOWED to remove the exam paper from the examination hall.

MATRIC NO.: __________________________ ( in words ) __________________________ ( in figures )

IDENTITY CARD NO. : __________________________

LECTURER : __________________________

GROUP : __________________________ TABLE NO. : __________________________

DO NOT OPEN THE PAGE UNTIL YOU ARE TOLD TO DO SO

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Answer ALL questions.

Question 1
a) Explain the purpose of the A.M guestroom check report conducted by housekeeping. 
   (2 marks)

b) Explain TWO (2) reasons why communications are vital between housekeeping and each of the departments below:
   1) Front Office
   2) Food and Beverage
   3) Human Resource
   4) Maintenance
   5) Sales and Marketing
   6) Accounting
   (12 marks)

Question 2
a) Distinguish between authoritarian and laissez-faire leadership styles. 
   (4 marks)

b) Explain TWO (2) practical ways of implementing Total Quality Management in housekeeping department. 
   (4 marks)
Question 3

a) Define the followings:
   1) Area cleaning inventories
   2) Cleaning frequency schedule
   3) Performance standards

   (6 marks)

b) Give FOUR (4) factors that determine the workload criteria for guestroom cleaning.

   (8 marks)

Question 4

Explain SIX (6) types of alternative scheduling method in housekeeping department.

   (18 marks)

Question 5

Give THREE (3) purposes of Standard Operating Procedures in housekeeping department.

   (6 marks)

Question 6

Differentiate between fixed assets and operating assets of housekeeping department and give an example for each.

   (6 marks)
Question 7
a) Give THREE (3) causes of linen loss in housekeeping department.  
   (3 marks)
b) Explain THREE (3) advantages of on-premises-laundry.  
   (6 marks)

Question 8
a) Distinguish TWO (2) functions of risk management in housekeeping department.  
   (4 marks)
b) Explain THREE (3) reasons for having safety program in housekeeping department.  
   (9 marks)
c) Describe FOUR (4) ways on how housekeeping department play its role in environmental management program.  
   (12 marks)

END OF QUESTIONS