



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Tourism and Hospitality
DEPARTMENT	Hospitality
CAMPUS(ES)	APB
MODULE NAME	Rooms Divisions & Revenue Management
MODULE CODE	RDR1BB1
SEMESTER	Second
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	First Summative Assessment Opportunity November 2019

ASSESSMENT DATE	19 November 2019	SESSION	12:30 – 14:30
ASSESSOR(S)	Ms A Deen		
MODERATOR(S)	Mr R Urwin		
DURATION	2 hours (120min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	3
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INFORMATION/INSTRUCTIONS:

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- This is a closed-book assessment.
 - Answer all questions
 - Read the questions carefully and answer only what is required.
 - Number your answers clearly and correctly as per the question paper.
 - Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
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Question 1: Housekeeping Terminology

(10)

Please provide the correct term for the following definition

- 1.1 A special treat that the housekeeping department leaves in room prior to arrival for either a VIP or frequent guest.
- 1.2 Various departments in the hotel talking to each other continuously in order to fulfil guest needs. E.g. Front office and Housekeeping.
- 1.3 These are temporary means of alerting employees to a hazardous condition or defective equipment.
- 1.4 A service provided by the Housekeeping department whereby the room is prepared for an atmosphere of sleep by dimming the lights, opening bed covers and placing a chocolate on the pillow.
- 1.5 A room status whereby the Housekeeping department indicates that the hotel cannot sell this room at all.
- 1.6 A service provided by the Housekeeping department whereby your clothes are steamed or pressed.
- 1.7 The area whereby the Housekeeping stores all sheets, towels and pillow cases
- 1.8 These are referred to all the areas that guest have access to in the hotel.
- 1.9 A system that enables an employee to remove items off the hotel property.
- 1.10 A room status that indicates that Front Office has the room as vacant and Housekeeping has it as occupied

Question 2: Housekeeping Operations

(30)

- 2.1 Identify any three (5) duties of the Housekeeping department? (5)
 - 2.2 Explain the importance for continuous communication between Housekeeping and Maintenance? Support your answer with an example. (5)
 - 2.3 Explain the term “lost property” and the duties involved in this service? (5)
 - 2.4 If a room attendant has to find a “DND” on room door that she wishes to clean, what is the procedure that she should follow? (5)
 - 2.5 When a guest requests for an “iron and board” to be sent to their room, explain how this request can be fulfilled? (5)
 - 2.6 Why is important for the Housekeeping department to ensure control of master keys in their department? (4)
 - 2.7 Why is it important for both the Housekeeping and Front office departments to follow up on a room status discrepancy? (1)
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Question 3: Housekeeping Department

(25)

- 3.1 Identify five (5) services that the housekeeping department provides apart from guest cleaning? (5)
- 3.2 Diagrammatically depict the steps within the laundry cycle? (10)
- 3.3 Within the laundry cycle, why is it important for linen to be allowed to rest? (2)
- 3.4 Explain the importance of having good chemical knowledge within the housekeeping department? (3)
- 3.5 Identify the important considerations when maintaining a linen room? (5)

Question 4: Guest Room Cleaning

(35)

- 4.1 Identify the general principles for cleaning that a room attendant should adhere to? (5)
- 4.2 Explain in detail the process of room assignments, preparing to clean and the steps the room attendant will take in order to clean a guest room? (15)
- 4.3 Differentiate between performance standards and productivity standards with a support of an example? (5)
- 4.5 Differentiate between the following standards of cleanliness:
 - 4.5.1 Physical cleanliness (2)
 - 4.5.2 Chemical cleanliness (2)
 - 4.5.3 Bacteriological cleanliness (2)
 - 4.5.4 Entomological cleanliness (2)
 - 4.5.5 Osmological cleanliness (2)

TOTAL MARKS FOR PAPER: 100
