



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	Supplementary Summative Assessment Opportunity December 2019

ASSESSMENT DATE	TBA	SESSION	TBA
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 and on a separate page and in **PEN**
 - 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.
 - Non-programmable calculators are permitted – only one per candidate
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Question 1: Introduction to Housekeeping (25)

- 1.1 Clearly define the housekeeping department as used in hospitality operations? (3)
- 1.2 Outline the different types of service levels that may influence housekeeping needs. (4)
- 1.3 Which of the following staff members are normally not employed in the housekeeping department of a limited service hotel:
*Executive Housekeeper; Housemen; Room attendants; Seamstress;
Uniform Clerk; Concierge; Linen and Laundry Hands.* (3)
- 1.4 Discuss ten (10) duties of the Executive Housekeeper within the Housekeeping department? (10)
- 1.6 Explain the concept of “Turndown Service” and provide three 3 examples that are involved in this service? (5)
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Question 2: Safety and Security in Housekeeping (25)

- 2.1 In the relationship between housekeeping and security, key control is a very important aspect:
2.1.1 What does the process of key control entail, and how can this assist housekeeping in contributing to security in the hotel? (3)
2.1.2 Discuss the levels of keys which hotel employees need to be aware of. (4 x 2 = 8)
- 2.2 Housekeeping's relationship with the security division is important in controlling theft of hotel assets. Identify five (5) possible methods could housekeeping use to assist in reducing theft by guests. (5)
- 2.3 In your own words, explain how the housekeeping status report assists in discovering room discrepancies in the hotel. (2)
- 2.4 How does the Occupational Health and Safety address issues with the Housekeeping department? (4)
- 2.5 Explain the following signs that may appear in the hotel property:
2.5.1 Caution signs (1)
2.5.2 Safety Instructions signs (1)
2.5.3 Danger signs (1)
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Question 3: Housekeeping Operations (25)

- 3.1 Why is it important for an Executive Housekeeper to have technological skills and expertise? (5)
- 3.2 Identify the most common people who report maintenance work? (3)
- 3.3 A guest requests for extra towels to be sent to his/her room. Explain how will this guest request be fulfilled in a full service hotel? (5)
- 3.4 Which planning considerations need to be kept in mind when designing an On-Premises Laundry? (4)
- 3.5 You have been appointed as the Executive Housekeeper at a full service hotel in Sandton. The 265 roomed hotel is currently under construction and the General Manager asks you to make suggestions of which option you would consider to be the best for obtaining clean linen. Motivate your choice in your own words? (3)
- 3.6 Identify any five (5) types of linen in a typical hotel? (5)
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Question 4: Public Areas Cleaning (25)

- 4.1 Define the term public areas in a hotel? (1)
- 4.2 Identify three (3) routine and three (3) deep cleaning tasks under each of the following areas: **Public areas to clean:**
- a) Dining Rooms (6)
 - b) Elevators (6)
 - c) Public area restrooms (6)
 - d) Swimming pool areas (6)
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TOTAL MARKS FOR THE PAPER 100
