

SIR ARTHUR LEWIS COMMUNITY COLLEGE

DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT
STUDIES

EXAMINATION SESSION : MAY 2005
TUTOR/S : Ms. A. Jean
PROGRAMME CODE : 3HS-FAB-AD
COURSE TITLE : ACCOMMODATIONS 1
COURSE CODE : AOP 101
CLASSES: : YEAR 1
DATE : MAY 10TH. 2005
TIME : 9.00AM
DURATION : 3 HOURS
ROOM : HOS W 1
INVIGILATOR/S : Ms. A. Jean/ W.Lamontagne



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Name:.....

I.D. Number:.....

INSTRUCTIONS:

The examination comprises three sections:

- Section A - Multiple choice - Compulsory - 10 marks
- Section B - Short Answer questions - Compulsory - 50 marks
- Section C - Long Answer questions - Answer any two - 40 marks

SECTION A**Multiple choice**

1. One major tool used by the Front Office and Housekeeping Departments is the :
 - a) chef's knife
 - b) the housekeeper's report
 - c) the log book
 - d) the room rack

2. The following are common solid by-products that can be recycled, except for :
 - a) light bulbs
 - b) newspapers
 - c) polyethylene plastic
 - d) leaves

3. Examples of potential safety risk in the housekeeping department are:
 - a) wrinkled rugs
 - b) faulty gauges and ovens
 - c) obstructed fire exits
 - d) cracked glass panes

4. The Rooms Division is responsible for:
 - a) All hotel operations
 - b) Front Office Operations & Housekeeping Operations
 - c) Front of the house operations
 - d) Front and Back of the house operations

5. A hotel client becomes an official guest, when:
 - a) He is handed his room key
 - b) He satisfies the hotel of his method of payment
 - c) He signs his registration card
 - d) All of the above

SECTION B:**Short answer questions:**

1. With the aid of an organizational chart, describe the organizational structure of a small hotel. 10 marks

2. What are the advantages and disadvantages of ceramic floors?
5 marks

3. a) State the procedural differences between a confirmed reservation and a guaranteed reservation.
b). What are the advantages (to the client and the hotel) of a guaranteed reservation? 10 marks

4. M/M Jane Doe has been at the Mayfair Hotel for ten nights and wishes to check out of the hotel. They arrived on April 30th.2005. The Mayfair is an EP hotel offering meals and other services. They have not incurred any charges to their account as they paid cash for all services rendered. On Check Out, them M/M Doe wishes to pay via

their credit card for all charges. Prepare a folio for the clients. The clients were in Rm.376 with a room rate of US\$200.00 per night. The hotels exchange rate is 2.7. 10 marks.

5. What are the main advantages of implementing safety-training programs in the workplace? 5 marks

6. Case Study - 10 marks

As the assistant to the Executive Housekeeper of the 400 room Royal Hotel, you have been asked to open the department on Monday March 14th. On arriving at work at 7.00 am in the morning, you receive the Front Desk Report, which states that the number of occupied rooms the night of Sunday March 13th. had been 385. Checking the adjusted daily schedule posted Sunday afternoon you find that the number of section housekeepers scheduled to work this morning is 21. The workload for section housekeepers at the Royal is 16 rooms to be serviced in 8 hours. What is your reaction to this situation? Would you call around to ask additional section housekeepers to report to work? If so, how many would you call to work? Or would you ask some section housekeepers to stay away because there are not enough occupied rooms for all the housekeepers scheduled to work today? If so, how many would you ask to stay away. **Justify your decisions.**

SECTION C

Long answer questions (Do any two)

1. The rooms division of an hotel plays a critical role in the operations of a hotel. Discuss.
2. Describe in detail, cleaning procedures for guestrooms, citing specific precautionary measures to be taken by the room attendant.
3. Describe the role and functions of the Front Office.
4. A hotel has to ensure that their linen stock is always reliable and uses the par system for linen stock. In a property that has 100 rooms with one king size bed and 300 rooms with two queen size beds each, when all beds are set with two sheets, what is basic inventory for linen. If the hotel maintains a 3-par stock, how many sheets would be required to be on hand and how would that stock be distributed?



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