ADVANCED LEVEL NATIONAL EXAMINATIONS, 2016, 
TECHNICAL AND PROFESSIONAL TRADES

EXAM TITLE: Housekeeping and Customer Care

OPTION: Hotel Operations (HOT)

DURATION: 3 hours

INSTRUCTIONS:

The paper is composed of three (3) main Sections as follows:

Section I: Thirteen (13) compulsory questions. 55 marks

Section II: Attempt any three (3) out of five questions. 30 marks

Section III: Attempt any one (1) out of three questions. 15 marks

Note:

Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.
Section I. Thirteen (13) Compulsory questions 55 marks

01. Resort hotels and motels offer luxurious surroundings with a variety of recreational facilities. Name at least four facilities offered by Resort hotels and motels. 4 marks

02. What difference is between Residential hotels and extended stay hotels? 6 marks

03. According to their size, the lodging facilities can be classified into different categories. Indicate four categories of lodging facilities. 4 marks

04. Housekeeping is an important component of lodging segment of the hospitality industry. Indicate four functions of housekeeping. 4 marks

05. In housekeeping department there are different positions of a job to achieve their goals. Name four positions of a job. 5 marks

06. The front office is the nerve center of a hotel property. State any two most important functions of a Front office operation? 4 marks

07. A hotel’s degree of financial success should be measured by some factors. Explain at least three factors that help to measure hotel’s degree of financial success. 6 marks

08. Give three examples that demonstrate when you begin providing customer service to your guest. 3 marks

09. Indicate the three main responsibilities of the executive housekeeper in lodging facilities? 3 marks

10. Name at least five cleaning supplies for guest rooms. 5 marks

11. Give the importance of computerized reservation systems. 4 marks

12. Explain the “par system” for linen control in hotel. Give example. 4 marks

13. A well organized guest reservation processing system has different components. Indicate any six major components of a well-organized guest reservation processing system. 3 marks
Section II. Choose and Answer any three (3) questions 30 marks

14. Describe the job responsibilities of Food and Beverage Director. 10 marks

15. Explain why it is necessary to have a confirmed and guaranteed reservation in a hotel. 10 marks

16. Describe all the major parts of the guest registration processes. 10 marks

17. There must be a good communication between sales and housekeeping departments in a hotel if customer satisfaction is to be achieved. Indicate the relation between housekeeping with food and beverage department. 10 marks

18. Indicate the role of Director of housekeeping in a hospitality industry. 10 marks

Section III. Choose and Answer any one (1) question 15 marks

19. Housekeeping operations need skilled housekeepers. Describe any 15 kinds of skills needed in housekeeping operations. 15 marks

20. Explain why “Providing exceptional customer service in your business is a necessity”. 15 marks

21. The guest checkout procedure involves different steps. Describe any 10 steps. 15 marks