

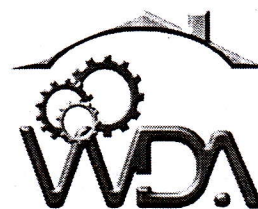
**HOT – Housekeeping and
Customer Care**

T090

Monday, 26/11/2018

08:30 – 11:30 AM

WORKFORCE DEVELOPMENT AUTHORITY



P.O. BOX 2707 Kigali, Rwanda Tel: (+250) 255113365

**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2018,
TECHNICAL AND PROFESSIONAL STUDIES**

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: Fourteen (14) 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. Fourteen (14) Compulsory questions

55 marks

- 01.** The guests normally get their first impression of the hotel at the reception. Give four instances where this impression may turn to be negative. **(4 marks)**
- 02.** Describe the steps involved during the process of exchanging soiled linen for clean linen. **(4 marks)**
- 03.** The customer is always right. Justify this statement to the hotel guests in one sentence. **(2 marks)**
- 04.** Explain the term overbooking and give two instances when it is necessary for the hotel to overbook. **(3 marks)**
- 05.** State any five factors to be considered by the executive housekeeper before purchasing housekeeping equipment. **(5 marks)**
- 06.** Explain the following terms as used in hotel operations:
- i. Walk- in
 - ii. Chance guest
 - iii. Guaranteed booking
 - iv. Confirmed booking
 - v. Rack rate **(5 marks)**
- 07.** List down any four things (DON'TS) that should not be done in the presence of guests because they may annoy them. **(4 marks)**
- 08.** Mention the kind of guest properties that should be reported to the room's supervisor by room maids once found in guest rooms. **(3 marks)**
- 09.** Explain the word "sleeper". **(2 marks)**
- 10.** Describe the process of receiving an incoming phone call from a client. **(7 marks)**
- 11.** Describe any five types of rooms found in modern hotels in Kigali. **(5 marks)**
- 12.** State the difference between a revenue centre and support centre. Give an example in each case. **(5 marks)**
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13. What do you understand by front of the house staff? **(2 marks)**
14. Explain any four sources of hotel reservations. **(4 marks)**

Section II. Choose and answer any three (3) questions **30 marks**

15. Identify any five common accidents occurring in accommodation department and discuss their causes. **(10 marks)**
16. Describe any five rules that room maids and porters should observe as they go about their work in occupied guest rooms. **(10 marks)**
17. Discuss the duties and responsibilities of the front office manager in a medium sized hotel. **(10 marks)**
18. Explain the procedure of cleaning an occupied guest room with a bathroom and squared carpet. **(10 marks)**
19. Describe the guest circle and the activities performed at each stage of the guest circle by the hotel staff. **(10 marks)**

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

20. The person to take up the position of executive house keeper has certain qualities that would enable her to perform the duties in a hotel. Describe the duties of an executive housekeeper. **(15 marks)**
21. What is personal hygiene and good grooming? Why do you think it is important for hotel staff in the execution of their duties? **(15 marks)**
22. Clearly describe the different kinds of guests who are not welcomed in hotels especially as residents. How does the hotel front office staff handle such guests? **(15 marks)**