

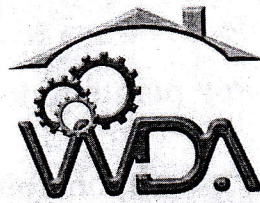
**HOT - Front Office, Customer
Care and Housekeeping**

T046

Monday, 04/11/2013

1:30 - 4:30 PM

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2013;
TECHNICAL AND PROFESSIONAL TRADES**

**EXAM TITLE: Front Office, Customer Care
and Housekeeping**

SECTION: Hotel Operations (HOT)

DURATION: 3hours

INSTRUCTIONS:

The paper consists of **three (3) sections:**

Section I: Fourteen (15) questions, **all Compulsory.** **55marks**

Section II: Five (5) questions **choose any Three (3).** **30marks**

Section III: Three (3) questions **choose any One (1).** **15marks**

Section I: All the 14 questions are compulsory 55marks

01. Name different ways to communicate. **4marks**
02. Indicate key points to look after when difficult Customer contact you. **5marks**
03. List down all responsibilities of reception department. **5marks**
04. What are different ways of reservation? **2marks**
05. Indicate two main types of reservation. **2marks**
06. Indicate different elements to consider for reservation. **5marks**
07. What is housekeeping? **5marks**
08. How can housekeeping usually be achieved? **5marks**
09. State the procedure to clean Windows. **5marks**
10. Give different categories of cleaning agents. **5marks**
11. Indicate factors to consider when choosing a cleaning agent. **4marks**
12. Indicate general procedures for cleaning and care metal furniture. **3marks**
13. Give 4 reasons for washing clothes. **2marks**
14. Give procedures for washing colored clothes. **3marks**

Section II: Choose and answer any (3) questions 30marks

15. Why is providing exceptional customer service a necessity? **10marks**
16. Indicate key points to look after while handling telephone conversation. **10marks**
17. List down the role of the housekeeper. **10marks**
18. Indicate 10 simple stain removal rules to get your laundry in shape. **10marks**
19. Find out the procedures for easy foolproof dish washing. **10marks**

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

20. Describe the role of customer care officer in an organization. **15marks**
21. Enumerate and describe 10 questions which will help you knowing about your customers. **15marks**
22. a) Indicate general procedures for cleaning and care of painted wall. **15marks**
b) Indicate 6 main things to look for when sorting laundry.