

Section I.

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1. Ways of communication

- Verbal communication 2
- Non verbal communication 2
- Written communication
- up ward communication
- Down ward communication
- Horizontal communication
- Diagonal communication

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2. Points to look after when contacting difficult customer:

- Pay attention !
- listen carefully !
- Identify the problem !
- Do not interrupt him !
- Avoid to discuss too much !
- Help the customer to organize its speech.
- To ready to solve customer's complaints
- Be confident
- Apologize for the mistake
- Be courteous
- Keep your calmness.
- Suggest alternative solutions
- Know the customer's expectation
- Report the case to upper level

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3. Responsibilities of reception department:

- Receiving !
- Welcoming !
- ~~Take reservation~~ Take reservation !

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- Selling rooms 1
- Registration 1
- Cashiering operations
- Giving and receiving information
- check-in activities
- check out activities
- Handling complaints
- Dealing with telephone operations
- Escorting the customer
- Keeping the keys

4. Different ways of reservation

- Telephone 0,5
- letter 0,5
- E-mail 0,5
- Fax 0,5
- Direct (Personally)
- Indirect
- or
- Written 1
- Oral / Verbal 1

5. Two main types of reservation

- Guaranteed reservation 1
- Non Guaranteed reservation 1
- or
- Confirmed
- Non confirmed

6. Elements to consider for reservation:

- Guest identification (name, address, sex, age, ...)
- Arrival date
- Departure date
- Arrival time (Estimated arrival time EAT)
- Number of nights
- Number of persons
- Special request
- Room type
- Room rate
- Last destination
- Company address
- Mode of payment
- Category of customer
- Name of the reservationist
- Signature of reservationist
- Date of reservation

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7. Housekeeping: is an establishment department in charge of cleanliness.

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8. How can housekeeping usually be achieved:

- Ensuring cleanliness
- Ensuring linen management
- Make a safe environment
- Ensure hygienic condition
- Making decoration
- Arranging the equipment
- Bed making
- Comfort area
- Full staff co-operation
- Regular maintenance of facilities

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9. Procedure to clean windows.

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- Remove curtains !
- Dust using a dry linen !
- Clean using window cleansers !
- Dry using a dry linen !
- Polish !
- Rinse

10. Different Categories of cleaning agents

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- Abrasives !
- Water !
- Acids !
- Polishes !
- Alkalis !
- Soap
- Enzymes
- Natural
- Industrial
- Detergents
- organic solvent
- Deodorants
- Disinfectants
- Antiseptics

11. Factors to Consider when choosing cleaning agents:

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- Smell !
- Composition !
- Easy to use !
- Toxicity !
- Cost
- Easy for storage
- Expiration date
- Type of soiling
- For usage

(12). Procedure for cleaning and care metal furniture.

- Remove stains as soon as possible
- Dust 0,5 with a dry cloth
- Wash 0,5 with warm soapy water
- Wipe 0,5 with a damp cloth
- Polish 0,5 - Dry with a dry cloth
- Avoid using harsh abrasive

For care

- Paint 0,5

- Keep at cool and dry place. 0,5

(13) Reasons for washing clothes

- For preservation 0,5
- For good appearance 0,5
- For hygienic condition 0,5
- For removing stains 0,5
- For killing microbes
- To remove perspiration and bad smell

(14) Procedures for washing colored clothes:

- Wash using weak detergent.
- Wash using hard water.
- Avoid soaking for long time.
- Avoid ~~xxx~~ hot water
- Avoid the use of bleach
- Avoid to dry (hung) under direct sun shines.
- Wash articles quickly, one by one in warm soapy water
- Rinse

- If busy, tell customer to wait for a specified time.
- Stop what you are doing

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17. Role of the housekeeper

- Organize housekeeping activities!
- Train housekeeping staff!
- Rooms control / Room supervision!
- Tasks distribution!
- Handle guest complaints!
- Scheduling the works!
- Ensuring cleaning!
- Ensure good maintenance of house keeping equipments!
- Room decoration!
- Guest properties security!
- Coordinate laundry activities!
- involved in staff recruitment and dismissal!
- Collaborate with departments!
- Deal with lost properties!
- Prevent fire and other accidents in the dpt!
- Keep records of equipment inventories!
- Keys control!
- Staff supervision!

18. Ten rules to remove stains

- Identify the nature of stain!
- Remove the stain as soon as possible!
- Use appropriate stain removal!
- Remove the stain from outside to inside!
- Consider the nature of linen!
- Put an absorbent linen under the stain!
- Start by the weakest agent!
- start by the weakest method!
- Rinse after removing the stain!

Section II

15. Necessity of providing exceptional customer care:

- Guest satisfaction 2
- Profit maximisation 2
- Customer attraction 2
- To retain customer 2
- Customer turnover 2
- To position the business X
- To success in the business X
- Helps to face the competition X
- To overcome the decline X
- Securing customers X

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16. Handling telephone conversation

- Answer the phone within 3 rings
- Use distinctive tone 1
- Use audible tone 1
- Be in good position 1
- Have a pen and paper on hand 1
- Present your self and your company 1
- Avoid slangs 1
- Pay attention to the spelling and pronunciation 1
- Use simple language 1
- Do not interrupt the conversation 1
- Ask questions to clarify the conversation 1
- Repeat detail to clarify the 1 1 1
- Thank the guest 1
- Greet the customer 1

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- Check the effect of stain removal 1
- Test in hidden area
- Don't mix stain removal products

19. Procedures for easy fool proof dish washing:

- Remove the crumbs 2
- Soak in hot water 2
- use the appropriate detergent 2
- Scratch with a strong cleaning agent 2
- Rinse after washing 2
- Wipe
- Keep away from dust or
- 1- Prepare the dishes 2
- 2- Prepare the water 2
- 3- Wash the lightest soiled items first 2
- 4- Wash plates, bowls and serving dishes 2
- 5- Wash cooking dishes 2
- 6- Rinse the dishes
- 7- Dry dishes
- 8- Put away dishes
- 9- Wipe down the sink and your tools.

Section III.

20. Describe the role of customer care officer in an organisation

- Welcoming guests 15
- Providing good service 15
- Looking after customers 15
- Customer orientation 15
- Providing information 15
- Attracting customers 15
- Retaining customers 15
- To increase sales 15
- Customer relation 15
- Record special needs 15
- Give good image of the company
- Handling complaints
- Link customers with other services

21. Questions which will help you knowing about your customers?

- 1. What does customer need? ⇒ Help to satisfy the customer 0.5
- 2. What are their income? ⇒ to know the purchasing power 0.5
- 3. What are their usage rate? ⇒ to know their frequency 0.5
- 4. Who are my customers? ⇒ for better satisfaction 0.5
- 5. Why do they come in my business? ⇒ For knowing their interest 0.5
- 6. Where are they located? ⇒ To facilitate the distribution 0.5
- 7. When do they buy? ⇒ For production regulation and delivery 0.5
- 8. What are they preferences? ⇒ 0.5
- 9. Which product do they want? 0.5
- 10. What are they health status? ⇒ For knowing how to care about them 0.5

15

16
34
77
13.24

22. a) Procedures for cleaning and care of painted wall:

- Dust using wall broom 3
- Wash 3
- Rinse 3
- Dry / wipe
- Spray with deodorant
- Repaint when necessary or

9

19

- 1) Remove dust with a wall broom
- 2) start from up to bottom (down)
- 3) Damp wipe or wash with warm water and suitable detergent
- 4) When washing start from up to bottom
- 5) Rinse from the top to down
- 6) Don't use harsh abrasive
- 7) If new paint is to be applied remove all old polish
- 8) Points to consider when sorting laundry:

15

- Nature of linen
- Color
- Type of soil
- Color running
- Type of stain
- Wetting power
- Use of linen
- Check clothing tags
- Turn clothing right side out
- Check all pockets
- Check for sewing repairs
- Check for stains

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**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**

OPTION: 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

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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

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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.
b) Indicate 6 main things to look for when sorting laundry. 15marks

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