

HOT - Front Office, Customer Care  
and Housekeeping

**T046**

Monday, 04/11/2013 - 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**

# Marking scheme

**INSTRUCTIONS:**

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

- |  |                |
|--|----------------|
| <b>Section I: 14 Compulsory</b> questions.                   | <b>55marks</b> |
| <b>Section II: Five (5) questions, choose any Three (3).</b> | <b>30marks</b> |
| <b>Section III: Three (3) questions, choose any One (1).</b> | <b>15marks</b> |

## SECTION I: All questions are compulsory

**55marks**

01. Name different ways to communicate.

**4marks**

**ANSWER:**

1) *You communicate when you are face to face with people*

2) *You communicate by telephone*

3) *You communicate by writing E-mail*

4) *You communicate by writing letters.*

02. Indicate key points to look after when difficult Customer contacts. **5marks**

**ANSWER:**

1. *Determine the reason the customer is being difficult,*

2. *Identify the root cause of the problem,*

3. *Rectify the situation?*

4. *Acknowledge the problem,*

5. *Fix what needs to be fixed.*

03. List down all responsibilities of reception department.

**5marks**

**ANSWER:**

a. *Reservation or Booking*

b. *Enquiries and giving information*

c. *Billing section*

d. *Cashier office*

e. *Telephone exchange.*

04. What are different ways of reservation?

**2marks**

**ANSWER:**

a. *Oral reservation*

b. *Written*

c. *Telephones*

d. *Internet.*

05. Indicate two main types of reservation.

**2marks**

**ANSWER:**

a. *Guaranteed reservation*

b. *Non-Guaranteed reservation*

06. Indicate different elements to consider to reservation. 23 0.5 x 10 = **5marks**

**ANSWER:**

1. *Rate*

2. *Date*

3. *Room type*

4. *Method of payment*

5. *Guarantee*

6. *Address*

7. *Number of guest*

8. *Number of room*

9. *Applicable discount*

10. *Special needs requests*

07. What is housekeeping?

5marks

**ANSWER:**

*Housekeeping is the maintenance of a clean environment, usually in a house, but it also applies to industrial, commercial and institutional settings. A well-run housekeeping department is integral to the success of any lodging operation.*

08. How can housekeeping usually be achieved?

5marks

**ANSWER:** *Housekeeping can usually be achieved by:*

- 1) *Routine cleaning of the premise,*
- 2) *Proper storage of materials,*
- 3) *Periodic disposal of rubbish,*
- 4) *Regular maintenance of facilities and*
- 5) *Full staff co-operation.*

09. State the procedure to clean Windows.

5marks

**ANSWER:**

*With a clean wash-leather, kept for the purpose alone, wash down the windows with clean cold water, moving the leather one way only (downwards); rinse in clean water, and repeat with the rung-out leather. Wash all the windows in this way both inside and out, and leave them to dry.*

10. Give different categories of cleaning agents.

0.5 x 10 = 5marks

**ANSWER:**

- 01) *-Abrasives,*
- 02) *-Disinfectants,*
- 03) *-Acids,*
- 04) *-Alkalis,*
- 05) *-Water,*
- 06) *-Solvents,*
- 07) *-Polishes,*
- 08) *-Deodorants,*
- 09) *-Detergents,*
- 10) *-Bleaches.*

11. Indicators factors to consider when choosing a cleaning agent. 47 4marks

**ANSWER:** 1.5 x 6 = 4marks

- 1) *-Material to be cleaned*
- 2) *-Easier for use,*
- 3) *-cost of the cleaning agent*
- 4) *- Its smell*
- 5) *- Storage*
- 6) *- Friendliness to the body,*

12. Indicate general procedures for cleaning and care metal furniture. 3marks

**ANSWER:** 0.5 x 6 = 3marks

- 1) *-Remove stains as soon as possible*
- 2) *-Dust with a dry cloth*
- 3) *-Wipe with a damp cloth wrung*
- 4) *-Warm soapy water*
- 5) *-Dry with a dry cloth towel*
- 6) *-Avoid using harsh abrasives.*

40

13. Give 4 reasons for washing clothes.

2marks

**ANSWER:** 0.5 x 4 = 2marks

- 1. To remove perspiration and bad smell
- 2. To kill microbes
- 3. To preserve clothes to remove dirty
- 4. To look smart.

14. Give procedures for washing colored clothes.

55

3marks

**ANSWER:**

- 1) Wash articles quickly, one by one in warm soapy water
- 2) Rinse well and if color is coming out add a handful of salt to help fix the color.
- 3) Starch and hang to dry in a shady place.

**Section II: Choose and answer any 3 questions**

**30marks**

15. Why is providing exceptional customer service a necessity?

10marks

**ANSWER:**

*Providing customer service is a necessity because:*

- 1) With so much competition in today's global economy, 2marks
- 2) Customers who are not satisfied with the way they are treated can easily take their business elsewhere. 1mark
- 3) Providing exceptional service will build the bond that keeps customers coming back time and time again. 2marks
- 4) Customers may first come into your business because of your product, but they will decide to come again based on how well they are treated. 2marks
- 5) Whether you provide great customer service or poor customer service, the people with whom you do business going to tell others how they are treated. 1mark
- 6) When people hear good things about your business, they are more likely to do business with you as well. 1mark
- 7) Treating your customers well is essential to your company and to your job. 1mark

16. Indicate key points to look after for telephone contacts.

10marks

**ANSWER:**

- 1) -Answer the phone on the first ring, 1mark
- 2) -Listen closely to the customer's opening statement, 1mark
- 3) -Greet the customer 1mark
- 4) -Allow the customer to speak without interruption, 1.5mark

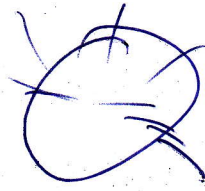
- 5) *-Establish your credibility by assuring your customer you can help;* 1mark
- 6) *-Your attitude comes through the phone lines; make yours a positive one,* 1mark
- 7) *-Give the customer your full attention,* 1mark
- 8) *-If the hold time will be long, often to call back within a specific time frame,* 1mark
- 9) *-End the call by thanking your customer for calling the business.* 1.5mark

17. List down the role of the housekeeper.

**10marks**

**ANSWER:**

- 1) *-recruits and dismisses staff;* 1mark
- 2) *-supervises and controls staff;* 1mark
- 3) *-checks and reports all maintenance work;* 1.5mark
- 4) *-checks and compiles all occupiers' lists;* 1mark
- 5) *-deals with lost property;* 1mark
- 6) *-Prevent fire and other accidents in the department;* 1mark
- 7) *-Controls all keys in the department;* 1mark
- 8) *-checks and supervises linen room work and in house laundry;* 1mark
- 9) *-keeps records of equipment inventories and other relevant details in the department.* 1.5mark



18. Indicate 10 simple stain removal rules to get your laundry in shape.

**10marks**

**ANSWER:**

- 01. *Act quickly,*
- 02. *Follow the directions,*
- 03. *Test in a hidden area,*
- 04. *Remove stains from the back,*
- 05. *Be careful with dry cleaning solvents,*
- 06. *Be wary of even color removal with bleach.*
- 07. *Don't mix stain removal products,*
- 08. *Wash stain treated items,*
- 09. *Be patient.*
- 10. *Know that some stains will not leave*

19. Find out the procedures for easy foolproof dish washing.

**10marks**

**ANSWER: Procedures: 9marks; order: 1mark**

- 01. *Prepare the dishes,*
- 02. *Preparer the water,*
- 03. *Wash the lightest soiled items first  
(glasses, cups and flatware),*
- 04. *Wash plates, bowls, and serving  
dishes,*
- 05. *Cooking dishes,*
- 06. *Rinse the dish washing suds and residue  
from the dishes,*
- 07. *Dry dishes,*
- 08. *Put away dishes,*
- 09. *Wipe down the sink and your tools.*

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

**15marks**

**20.** Describe the role of customer care officer in an organization.

**15marks**

**ANSWER: 1.5 x 10 = 15marks**

- 01. Take full responsibility for the dealing with relevant customer's complaints.*
- 02. Attend the customer issues when they come into the office*
- 03. Respond to customer e- mails,*
- 04. Work for her organization to promote customer care services,*
- 05. Maintain ethical behavior to promote customer care services at all times in the business,*
- 06. Keep all relevant parties informed of assigned work programmes,*
- 07. Verify if the company-products and services match,*
- 08. Maintain professionalism, friend lines and expertise of the employees.*
- 09. Know the services provided by the organization.*
- 10. Maintain a strong into relationships.*

**21.** Enumerate and describe 10 questions which will help you knowing about your customers.

**15marks**

**ANSWER:**

- 01. What they are? (Gender, age, maternal status, size)*
- 02. What they do? (Occupation or profession)*
- 03. Why they buy?(Reason of buying)*
- 04. When they buy? (period)*
- 05. How they buy? (ways used)*
- 06. How much money they have? ( what they are able to buy),*
- 07. What makes them feel good about buying? (Their preference)*
- 08. What they expect?*
- 09. What they think about you? (enjoy dealing with you)*
- 10. What they think about your competitors (which position to take).*

22. a) Indicate general procedures for cleaning and care of painted wall.

**ANSWER:**      *Procedures: 7marks;      order: 2marks = 9marks*

- a) Remove light dust with a wall broom*
- b) Start from the bottom moving up wards*
- c) Damp wipe or wash with warm water and suitable detergent*
- d) When washing start from the bottom moving upwards*
- e) Rinse from the top down wards*
- f) Don't use harsh abrasive*
- g) If new paint is to be applied remove all old polish*

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

**15marks**

**ANSWER:**    1mark x 6 = 6marks

- a) Check clothing tags,*
- b) Turn clothing right side out,*
- c) Check all pockets,*
- d) Check for sewing repairs,*
- e) Check for stains,*
- f) Sort the clothing.*