

SECTION I

A. CUSTOMER CARE

① The criteria based on which classifying modified American Plan:

- Availability of rooms and breakfast
- Availability of lunch or dinner

In addition to the room and breakfast, the guest chooses among lunch or dinner.

* Criteria: Type of plan they offer 1

② The role of staff at bell desk section in hotels or in other hospitality establishments:

- Welcoming the guests 1

- Luggage handling 1

- Paging a guest 1

- Mail and message handling 1

- Delivery of newspapers

- Collection of room keys at departure

- Escorting the guest to the rooms

- Carrying the guest luggage at the departure

- Carrying outside errands for the guest and hotels (e.g. Buying airtimes for the guests)

- To provide information to guests about facilities and services when asked.

- To locate a guest in a specified area of the hotel

- To post guest mails

- To keep guest luggage in the left luggage room if requested by a guest

- To check if in-room amenities are in their original condition at the time of departure of guests

- ③ Oral methods of room reservation in hotel
- Face to face reservation (In person or via)
 - Reservation on telephone 0.5

* Face to face reservation: This is a reservation method whereby the reservation agent/clerk receives guest reservation requests in his presence. 1

* Reservation on telephone: This is a reservation method whereby reservation requests are received using the telephone 1

④ (i) Room block: This is a set of rooms reserved for a certain group of people 1

(ii) Cut-off date: This is the date beyond which the fare, offer or availability of a room is no longer applicable to the guest.

- Date to automatically return rooms back into house inventory

✓ This is the date agreed upon between a group and a hotel after which unreserved rooms in the group's block are given back to the general rooms inventory for sale.

⑤ (a) Addressing guests by names:

- The guest feels welcomed, 1
- The guest feels at home
- The guest feels part of the business
- It helps service providers to give service

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the intended guest/customer
- The customer feels happy

- He feels important
- Recognition

It encourages guests more likely to return

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(b) Making eyes contact:

- * It shows that you are attentive to the customers
- * The customer feels valued
- * It reflects the self confidence of the service provider
- * It indicates a willingness to serve and also
- * It shows interest

(c) Smiling:

- * This shows the guest that you are happy with him/her
- * The guest feels welcomed
- * It helps customer to express his/her feelings
- * It makes customer being loyal
- * It reflects the first impression of the hotel
- * It leads to the increase of customers
- * It demonstrates eagerness to help
- * It demonstrates care and warmth
- * It " friendliness
- * It " respect
- * It shows that you enjoy your job

⑥ * Mechanical guest complaints: these are complaints of the guest basing on the equipments which do not operate well. 12

* Attitudinal guest complaints: these are complaints resulted from the misbehavior of hotel staff

e.g; * Mechanical guest complaints;

- The TV does not work
- The toilets are not well set or clean

* Attitudinal guest complaints:
The hotel staff may give services with bad speech 12

a credit card

⑦ (a) Credit card vouchers: these are documents issued by a credit card machine. It shows that the guest has settled his/her account using a credit card machine /1
Role: It acts as a transactional evidence /1

(b) Cash vouchers: these are documents filled by the cashier at the departure time. These are evidence that show that the guest has settled his account by paying in cash. /1

* they are standard forms used for a petty cash payment. When someone wants to withdraw from the petty cash fund, that person fills out the cash voucher to indicate the reason for withdrawal, and receives cash from the petty cashier.

(c) Transfer vouchers: these are documents filled when a guest pays his/her charges by transferring money from his/her account to the hotel's account. /1
* It is an accounting document that makes adjustment between funds, agencies and appropriate account /1

⑧ The main functions of the night auditor in a hotel are:
- Controlling daily sales transactions of the hotel
- Produce revenue report about sales /1
- Guest registration /1
- Check-in and check-out /1
- Handling guest complaints /1
- Follow the hotel policy and procedures in terms of bookings and payments
- Assists with
- To check and balance all front office accounts (all guest & staff)

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- to monitor guest limits
- To resolve room status and rate discrepancies
- To produce operational and managerial report
- To verify front office cashier's report

① The role of the posting machine:

- ① - Balancing all transactions related to money payment
- Monitor the daily transactions
- To issue bills

- Coordinate all guest financial transactions.

This ^{to post charges} equipment is classified in the check-out equipments at the cashier desk.

It is used to monitor, to balance guest purchases 2

②

② The account posting machine is used in the semi-automated front office equipments 1

B. HOUSEKEEPING

⑩ Public areas in hotels to be cleaned and maintained by the housekeeping staff:

- Lobby 0.5
- Corridor 0.5
- Balcony 0.5
- Public toilets 0.5
- Restaurants 0.5
- Parking 0.5
- Changing room
- Conference hall
- Bar
- Stair cases
- Elevator
- Foyers
- game rooms
- Clockrooms

- (11) Purpose of bleaching
- Whitening clothes ✓
 - Brightening clothes ✓
 - Killing germs, pests and bacteria
 - Removing stains
 - Purify clothes
 - To remove some dyes

- Purpose of dyeing
- Addressing colors ✓
 - Changing the colors ✓
 - Improving appearance of cloths
 - Decoration
 - Design
 - To make durable colour

- (12) (i) Ironing board:
- Supporting the clothes to be ironed ✓

- (ii) Bottom sheet and blanket.
- Removing wrinkles from clothes ✓
 - Protect clothes from dirt
 - To protect the ironing board

- (iii) Laundry basket: to carry out clothes to be washed
- For sorting clothes to be ironed

(iv) cloth brush: It is used to remove dust on clothes

(v) cushions: It is used when ironing shoulder pads
a slide

13) The reasons why when selecting cleaning agent, the following things are considered:

1. Type and characteristics of the soil contaminants:
It helps to select effective cleaning agent 1.5

2. Toxicity of the cleaning agent

- To avoid damage of the user's organism 1.5

- To protect the user

- To know how to handle/use this cleaning agent in safety manner

3. Environmental: This helps to avoid any pollution of the environment. 1.5

4. Ease of use: It simplifies cleaning operation

It is important to consider if a product makes cleaning easier or more troublesome 1.5

14) The difference between a cushion and upholstery:

Cushion: - Removable soft furnishing 1

Upholstery: fixed soft furnishing 1

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- ⑮ To maintain the cleanliness of a TV in guest rooms one should do the following
- Daily dusting (Removing dust)
 - Daily wiping
 - Daily polishing
 - Remove plug from the wall to disconnect
 - Move set as little as possible
 - Report frayed flexes and other defects
 - Leave set unplugged

SECTION II.

- ⑯ The process of modifying and cancelling reservation in hotels
- To inform the hotel or guest
 - Identify the reasons to modify or cancel reservation
 - Identify what he/she wants to modify
 - Proposing the alternatives in case of cancellation
 - Confirmation of either modification or cancellation
 - Send the confirmation letter to the guest
 - Payment of Cancellation fees when applicable
 - Thanking the guest for the new change arrangement; acceptancy.

(17) a) Description of a credit card: It is an electronic card issued by the credit card machine when setting guest account 13

b) While processing credit cards, the following points should be considered:

- To check the name of the holder 1
- To verify the authenticity of the card 1
- To check the validity of the card 1
- To check the amount of money on the account 1
- To verify the credit card number 1
- To check the Company that has issued the card 1
- To check if the card is a stolen one 1

(18) Qualities of the front office staff to better

- Smartness: the staff must be smart and physically 1.5
- physical fitness: having good health 1.5
- Healthy
- Time management: Managing time when performing tasks 1
- Smiling: He, she has to smile when serving the guest 1
- self confidence: he should be self confident to confide a guest 1
- Eye contact
- Having professional skills: He/she should be professional in provision of good service

- Knowing many languages
- Being trained
- Decision maker
- Problem solver
- Kindness
- Honest
- Polite
- self respect
- Humble
- Hardworking
- Reliable
- Integrity
- Keep Secrecy

(19) The process of bedmaking

- (a) Pulling the bed ✓
- (b) Stripping the bedsheet and pillows ✓
- (c) Checking the mattress status ✓
- (d) Put the mattress protector ✓
- (e) Place the 1st bedsheet and make corners ✓
- (f) Put the second bedsheet wrong part facing up ✓
- (g) Put the blanket few inches lower ✓
- (h) Fold top sheet and blanket and tuck in the edges ✓
- (i) Place the pillows in their places ✓
- (j) Put the bed cover or duvet and then put the bed in the right positions ✓

Q) The process in which drycleaning of ties is operated:

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- Check the nature of the fabric
- Unfold the tie
- Choose the cleaning product
- Check for stains
- Dryclean the tie by using the appropriate cleaning agent
- Iron the tie
- Fold or hang the tie

Q) Compositor's answer at the last page

SECTION IV

Q) The qualities for a good message:

- Concise: The message should be short
- Clear: The message should be clear/understandable
- Complete: The message must contain full information
- Correct: It should not contain errors, should tell the truth
- Coherent: The ideas should be in logical sequence
- Consistent: It should be straight to the point
- Comprehensive: It should not contain ambiguous thoughts/ideas
- Concreteness: The good message should be concrete, and specified expressions should be used in favour of vague and abstract expressions
- Credibility: The good message should be accepted or believed as the truth from the sender

- the message becomes effective
- Sincerity: Honesty increases the level of trust between sender and receiver
 - Strength: the persuasiveness of the message depends up the believability of the sender
 - Simplicity: uncomplicated language, terms, idea raise the effectiveness of the message
 - Shortness: Brief messages are transmitted and comprehended more clearly
- (22) To protect in house guests and their property it is better to do the following:

- * Setting CCTV Cameras 1.5
- * Controlling guest movements in a hotel
- * Checking and providing appropriate equip to the guests 1.5
- * Verifying the functioning of necessary equip
- * Controlling the rooms and wood pests 1.5
- * Recording guests identification 1.5
- * Placing the safe box to keep valuables of guests
- * Assist the guest with reporting the issues that she/he may encounter to the responsible 1.5
- * Training the room attendants 1.5
- * Setting up rules and regulations concerning the safety and security of the guests and their properties 1.5
- * Provision of first aids kit
- * Providing the fire extinguisher
- * Never give keys, message or mail to anyone without seeing any appropriate identification
- * Staff should avoid giving information regarding internal matters to such persons as inquiry newspaper reports
- * Staff are prohibited to provide guest information to callers or visitors
- * Never giving out room numbers, people calling a hotel may be directly connected to the appropriate guest

Bell persons accompanying the guest to a room should provide instructions on the operations of room equipment and also familiarizing the guest with pertinent security information

- There should be security key control
- They should be aware whether there is specific procedure for responding to emergencies such as: fire, flood, earthquakes

- Reporting all suspicious unusual cases and people
- Monitoring fire alarms and alert system

- Reporting faulty equipment

2.3 To handle lost and found items, room attendants should do the following:

- The room attendants collect lost and found items 1.5

- She/he writes down the lost and found items on the appropriate sheet of paper 1.5

- Identifying the date, time and number of lost and found items 1.5

- Inform the supervisor by presenting the paper on which lost and found items are recorded 1.5

- Collecting lost and found items in laundry bag 1.5

- Write the lost and found items in the lost and found items books 1.5

- Put the code, date, time, room number, name of room attendant in the book of lost and found items 1.5

- Informing the clients on telephone, e-mail or any other means of communication 1.5

- Provision of lost and found items to the guest or owner. 1.5

- you should include and determine the following format:

- * Full name of the person who found the item 1.5

- * Date, time found

- * where is the item found (location)

- * Description of the item

- Lost and found items that are unclaimed by the guest are discarded after 3 months and valuable items will be

to the "police".

- Perishable nature lost and found items are kept three days. Failure to follow this procedure or attempting to remove any non-personal items from the hotel without authorization could result in immediate termination.

- Non valuable items are kept for 3 months in protection after making necessary entries. If no response from the loser till 3 months these items are to be disposed off. Eg; to be disturbed to the finder

- When the guest comes back to claim his/her items
* All inquiring on lost and found items should be channelled to the housekeeping department, where executive housekeeper will handle them

* Before returning the items, ensure that they belong to the right owner by seeking verification

* Ask guest for his room number, his name, date of stay and a brief description of the items

* All this information has to be recorded in the lost and found register against the appropriate entry in the return items details

* After adequate identification of the guest by his or her identity card or residence permit, return the items to the guest and obtain his signature

- The guest needs to send a letter of authorization if the guest has assigned someone to collect items on his behalf.

- If the guest requested that the lost and found items be sent to him/her. The courier charges should be paid by the guest. But depending on the guest profile, the hotel might ignore the charges.