



## SECTION I

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Q1. Facilities offered by hotel and Resort hotel:

- Accommodation 1
- parking 1
- Foods 1
- Beverages 1
- Swimming pool
- Sauna
- Massage
- Night club
- Gym
- Golf
- Fishing
- Laundry service
- Gift shop
- Boating
- Banqueting service
- pit service

Q2. Difference between Residential hotels and Extended stay hotels are:

Residential hotels: are the hotels that can accommodate guests from one month up to one year. 3

Extended stay hotels: can accommodate guests for more than 5 days 3

Q3. Categories of lodging facilities according to their size are:

- Small hotels 1
- Medium hotels 1
- Large hotels 1
- Very large hotel 1

#### Q4. Functions of housekeeping department:

- cleaning 1
- laundry service 1
- bed making 1
- pest control 1
- key control 1
- safety
- security
- decoration
- linen management

#### Q5. Positions in housekeeping

- Executive housekeeper 2
- floor supervisor / assistant 1
- Assistant housekeeper 1
- Room attendant / Room maid 1
- Cleaner / public area attendant 1
- valet
- Florist
- Tailor
- House porter
- cloak room attendant

#### Q6. Functions of Front office operations

- Receiving and providing information 2
- selling rooms 2
- suggesting hotel facilities/services
- guest accounting
- facilitate the collaboration / linkage
- check-in of the guest
- check out of the guest
- Foreign currency exchange
- Making reservation
- Receiving and providing mails

Q7. Factors that help to measure hotel's degree of financial success

- Expansion of hotel 2
- Recruitment of new staff 2
- Increasing salaries and motivations 2
- Customer turnover
- Reduced employees turnovers / maintain staff
- Diversity of services and products
- high quality facilities
- Technology advancement
- working hours

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Q8. Examples that demonstrate when you begin providing customer care service to your guest

- Maintain eye contact 1
- standing up 1
- smiling 1
- greeting
- suggest assistance

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Q9. Responsibilities of executive housekeeper

- Coordination of housekeeping department activities
- participates in recruitment of new staff 1
- Controlling whole department 1
- Cooperate with other departments
- Elaborating working schedule
- Suggesting housekeeping budget
- Handling customer complaints
- Dealing with VIPs guest

3

Q10. Cleaning supplies for guest room

- Dust bin
- detergent ✓
- Disinfectant ✓
- Deodorants ✓
- Antiseptics ✓
- Bath towels ✓
- Toilet paper
- Slipper
- Bath mat
- Tooth paste
- Shoes brush
- brush
- polishes
- cotton balls
- Shaving kits
- Bath hat
- hair dryer
- air freshner

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Q11. Importance of Computerized Reservation System

- Quick service ✓
- Quick access to data ✓
- easy to edit and adjust data ✓
- reduces errors ✓
- good for data storage
- save time

4

Q12. Par System: is a system used by hotels to control the sets of linens delivered and returned from specific location <sup>2</sup>

Ex: To know <sup>hinged</sup> out of hotel

- To know delivered linens in hotel ✓
- To know the lost linens ✓
- To know damaged linens
- If the hotel decided to have a par of four (one set of sheets in wash, one set of sheets on bed and two sets on shelf ready for use) rather than <sup>par of</sup> three (one set of sheets in wash, one set on bed and one set ready for use) (2)

4

### Q13. Reservation processing system

- Reservation inquiries reception
- Determining room availability and rate
- Accepting or denying reservation
- Creating the reservation record
- Confirming reservation
- Maintaining reservation
- Proceeding reservation reports

3

## SECTION II

### Q14. Responsibilities of F&B director

- Coordination of F&B department
- participate in recruitment of new staff
- Controlling whole department
- Cooperate with other department
- Elaborate working schedule
- planning F&B budget
- Handling Customer complaints
- Receiving VIPs
- Reporting to general manager
- promoting F&B sales

20

### Q15. Reasons of having confirmed and guaranteed reservation in a hotel

- Security of guest
- Hotel financial security
- To prevent the risks of no-show
- To avoid risks of overbooking
- To maximise hotel revenue
- To facilitate the guest service
- To reduce risks of skippers
- To facilitate decision making
- To facilitate knowing the room status

20

## Q16. Guest registration processes?

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1. Pre-registration:
  - checking arrival list ✓
  - VIPs ✓
  - special guests ✓
  - checking special needs of guest
  - checking room availability ✓
  - Giving information of arrivals to other departments concerned

2. Registration:
  - Welcoming the guest
  - providing information about:
    - Room status ✓
    - Room rate ✓
    - Method of payment ✓
  - Proceed registration ✓
  - Issuing room keys
  - Luggage handling
  - Escorting the guest to the room

10

## Q17. Relationship between HK and F+B

- H.K provides linens to F+B ✓
- H.K maintains cleanliness of restaurant ✓
- H.K cleans restaurant linens ✓
- F+B provides Food to H.K staff ✓
- F+B collaborate with H.K about room service ✓

10

## Q18. Role of H.K director

- Coordination of H.K activities ✓
- Recruitment of H.K staff ✓
- Controls whole department ✓
- Cooperate with other departments ✓
- Elaborate working schedule ✓
- suggesting H.K budget
- Handling customer complaints
- Dealing with VIPs

10

## SECTION III

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Q 19. Skills needed for Housekeeper

- skills about - cleaning ✓
- laundry see ✓
- Bed making ✓
- pest control ✓
- Key control ✓
- Safety ✓
- security ✓
- Decoration ✓
- linen management ✓
- language skills ✓
- Computer literacy ✓
- leadership skills ✓
- partnership skills ✓
- Communication skills ✓
- Coordination skills ✓
- Marketing skills

15

Q 20. Reasons of exceptional customer service

- Help to win competition ✓
- Retention of customer ✓
- increase sales ✓
- Reputation of business ✓
- increase customer base
- Maintain customer satisfaction
- Attracts customers
- is a marketing tool
- it reduces the marketing costs

15



## Q.21 CHECK-OUT PROCEDURE

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- Remind guest about his/her departure 1<sup>✓</sup>
- Collecting guest luggage 1<sup>✓</sup>
- Guest leaves the room 1<sup>✓</sup>
- Check the bills 1<sup>✓</sup>
- Pay the bills 1<sup>✓</sup>
- Ask guest how was the stay 1<sup>✓</sup>
- Submit the room key 1<sup>✓</sup>
- Write short note about hotel (recommendations) 1<sup>✓</sup>
- Provide souvenir to the customer 1<sup>✓</sup>
- Wish him safe journey 1<sup>✓</sup>
- Escort him/her from front desk to main gate/airport  
or parking 1<sup>✓</sup>
- Thank customer 1<sup>✓</sup>
- Guest history record 1<sup>✓</sup>
- Send e-mail to customer

15