

Francis DINDI

**HOT – Housekeeping and
Customer Care**

T074

Tuesday, 15/11/2016

08:30 – 11:30

WORKFORCE DEVELOPMENT AUTHORITY



P.O. BOX 2707 Kigali, Rwanda Tel: (+250) 255113365

**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2016,
TECHNICAL AND PROFESSIONAL TRADES**

EXAM TITLE: Housekeeping and Customer Care

OPTION: Hotel Operations (HOT)

DURATION: 3hours

INSTRUCTIONS:

The paper is composed of **three (3) main Sections** as follows:

- | | |
|---|-----------------|
| Section I: Thirteen (13) compulsory questions. | 55 marks |
| Section II: Attempt any three (3) out of five questions. | 30 marks |
| Section III: Attempt any one (1) out of three questions. | 15 marks |

Note:

Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.

- 01.** Resort hotels and motels offer luxurious surroundings with a variety of recreational facilities. Name at least **four** facilities offered by Resort hotels and motels. **4 marks**
- 02.** What difference is between Residential hotels and extended stay hotels? **6 marks**
- 03.** According to their size, the lodging facilities can be classified into different categories. Indicate **four** categories of lodging facilities. **4 marks**
- 04.** Housekeeping is an important component of lodging segment of the hospitality industry. Indicate **four** functions of housekeeping. **4 marks**
- 05.** In housekeeping department there are different positions of a job to achieve their goals. Name **four** positions of a job. **5 marks**
- 06.** The front office is the nerve center of a hotel property. State any **two** most important functions of a Front office operation? **4 marks**
- 07.** A hotel's degree of financial success should be measured by some factors. Explain at least **three** factors that help to measure hotel's degree of financial success. **6 marks**
- 08.** Give **three** examples that demonstrate when you begin providing customer service to your guest. **3 marks**
- 09.** Indicate the **three** main responsibilities of the executive housekeeper in lodging facilities? **3 marks**
- 10.** Name at least **five** cleaning supplies for guest rooms. **5 marks**
- 11.** Give the importance of computerized reservation systems. **4 marks**
- 12.** Explain the "par system" for linen control in hotel. Give example. **4 marks**
- 13.** A well organized guest reservation processing system has different components. Indicate any **six** major components of a well-organized guest reservation processing system. **3 marks**

Section II. Choose and Answer any three (3) questions

30 marks

- 14.** Describe the job responsibilities of Food and Beverage Director. **10 marks**
- 15.** Explain why it is necessary to have a confirmed and guaranteed reservation in a hotel. **10 marks**
- 16.** Describe all the major parts of the guest registration processes. **10 marks**
- 17.** There must be a good communication between sales and housekeeping departments in a hotel if customer satisfaction is to be achieved. Indicate the relation between housekeeping with food and beverage department. **10 marks**
- 18.** Indicate the role of Director of housekeeping in a hospitality industry. **10 marks**

Section III. Choose and Answer any one (1) question

15 marks

- 19.** Housekeeping operations need skilled housekeepers. Describe any **15** kinds of skills needed in housekeeping operations. **15 marks**
- 20.** Explain why "Providing exceptional customer service in your business is a necessity". **15 marks**
- 21.** The guest checkout procedure involves different steps. Describe any **10** steps. **15 marks**