

# SECTION I

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Q1 Four facilities offered by Resort hotels and Motels.

- 1 Accommodation ✓✓
- 2 Parking ✓✓
- 3 Foods ✓✓
- 4 Beverages ✓✓
- 5 Swimming pool
- 6 Sauna
- 7 Massage
- 8 Night club
- 9 Gym
- 10 Golf
- 11 Fishing
- 12 Laundry service
- 13 Gift Shop
- 14 Boating
- 15 Banqueting services
- 16 Pets / services

✓

Q2 The difference between Residential hotels and extended stay hotels.

\* Residential hotels: are the hotels that accommodate the guests from 1 month up to 1 year while; ✓ 3 ✓ 6

\* Extended hotels: are the hotels that accommodate guests for more than 5 days ✓ 3

Q3 Four categories of lodging facilities according to their size.

- Small lodging facilities (Small hotels) ✓ 1
- Medium lodging facilities (Medium hotels) ✓ 1 ✓ 4
- Large lodging facilities (Large hotels) ✓ 1
- Very large lodging facilities (Very large hotels) ✓ 1

## Q4 Four functions of Housekeeping

- Cleaning ✓<sup>1</sup>
- Laundry service ✓<sup>1</sup>
- Bed Making ✓<sup>1</sup>
- Pest Control ✓<sup>1</sup>
- Safety ✓<sup>1</sup>
- Security
- Decoration
- Linen Management

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## Q5 Four position of jobs in housekeeping department

- Executive housekeeper ✓<sup>1</sup>
- Floor Supervisor ✓<sup>1</sup>
- Assistant housekeeper ✓<sup>1</sup>
- Room attendant (Room maid) ✓<sup>1</sup>
- Public area attendant ✓<sup>1</sup>
- Valet ✓<sup>1</sup>
- Florist
- Tailor
- House porter
- Cloak room attendant

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Q6. Two most important functions of front office operation

- Receiving and providing information ✓✓
- Selling rooms ✓✓
- Suggesting hotel facilities to the guests
- Guests accounting
- Facilitate the collaboration / linkage with other departments
- Check in of the guests
- Check out of the guests
- Foreign Currency Exchange
- Making reservation
- Receiving and delivering message / mails.

Q7 Three factors that helps to measure hotel's degree of financial success.

- Expansions of hotel ✓✓
- Recruitment of new staffs ✓✓
- Increasing salaries and promotions ✓✓
- Customer turnover
- Reduced employees turnover
- Diversity of services and products
- High quantity / quality of facilities
- Technological advancement
- Working hours

Q 8. Three examples that demonstrate when you begin providing Customer Service to your guest

- \* Maintain eye contact ✓ 1
- \* Stand up ✓ 1
- \* Smiling ✓ 1
- \* Greeting
- \* Suggest assistance

3

Q 9. Three main responsibilities of executive housekeeper

- Coordination of Housekeeping activities ✓ 1
- Participate in recruitment of new staff ✓ 1
- Control the whole department ✓ 1
- Cooperate with other departments
- Elaborating working schedule
- Suggesting housekeeping Budget
- Handling customer complaints
- Dealing with VIP guests

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# Q10 Five cleaning supplies for guest rooms

- Dust bins ✓ 1
- Detergents ✓ 1
- Disinfectants ✓ 1
- Antiseptics ✓ 1
- Bath towels ✓ 1
- Toilet papers
- Slippers
- Bath mat
- Toilet pest
- Tooth brushes
- Polishes
- Shoes brush
- Cotton balls
- Shaving kits
- Bath Airt
- Hair dryer

✓ 5

## Q11 Importance of Computerized reservation Systems

- Quick service ✓
- Quick access to data ✓
- Easy to adjust data ✓
- It reduces errors ✓
- Data Storage ✓
- Saving time ✓

Q12 Par system: is a system used by hotels to control the set of linens, delivered and returned from specified locations ✓

- Examples:
- To know hired linens out of hotels ✓
  - To know the linens delivered in the hotel ✓
  - To know the lost linens ✓
  - To know the damaged linens ✓

Ex: If the hotel decided to have a par of four: means one set of sheets in the wash, one set of sheets on bed and two sets of sheets on shelf ready for use. rather than a par of three: means one set of sheets in wash, one set on bed and one set on shelf ready for use.

Q 13 List (6) major components of a well organized guest reservation processing system.

- 1 Receiving reservation inquiries ✓
- 2 Determine room availability and rates ✓
- 3 Accepting or denying reservation ✓
- 4 Creating the reservation records ✓
- 5 Confirming the reservation records ✓
- 6 Maintaining the reservation records ✓
- 7 Producing the reservation reports ✓

## SECTION II

Q 14 Job responsibilities of food and beverage Director.

- Coordination of food and beverage department ✓
- Participation in recruitment of new staff ✓
- Controlling the whole department ✓
- Cooperating with other departments ✓
- Elaborating working schedule ✓
- Planning food and beverage budget. ✓
- Handling customer complaints ✓
- Receiving VIP guests ✓
- Reporting to the general manager ✓



# Promoting food and beverage sales

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

- Security of the guest ✓✓
- Security of the hotel (finance security) ✓✓
- Prevent risks of no show ✓✓
- Avoid risks of over booking ✓✓
- To maximise hotel revenues ✓✓
- To facilitate services ✓✓
- To reduce the risks of skippers ✓✓
- To facilitate the decision making ✓✓
- To facilitate to know the room status ✓✓

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Q16. The major parts of the guest registration process.

- 1. Pre-registration ✓✓

- Checking lists of arrivals x V.I.P.s ✓✓
- x Special guest ✓✓
- checking special needs of the guests ✓✓
- Checking room availability ✓✓
- Distributing information of arrivals to the other department concerned. ✓✓

## 2 Registration

- welcoming guest ✓✓
- Providing information about ✓✓
  - Room status ✓✓
  - Room rates ✓✓
  - Method of payment ✓✓
- Proceede registration ✓✓
- Issuing room keys ✓✓
- Luggage handling ✓✓
- Escorting the guest to the room ✓✓

✓✓ 20

Q.17 The relationships between housekeeping and food and Beverage department.

- Provide linens to food and Beverage department ✓✓
- Housekeeping maintains cleanliness to the restaurant. ✓✓

✓✓ 20

- Housekeeping cleans restaurant linens ✓<sup>2</sup>
- Food and beverage provides foods to the housekeeping staff.
  - Food and Beverage collaborate with housekeeping about room services ✓<sup>2</sup>

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### Q18 The role of Housekeeping director

- coordination of housekeeping activities ✓<sup>2</sup>
- Participate in recruitment of new staff ✓<sup>2</sup>
- Control the whole department ✓<sup>2</sup>
- Cooperating with other department ✓<sup>2</sup>
- Elaborating working schedule ✓<sup>2</sup>
- Suggesting housekeeping budget.
- Handling customer complaints.
- Dealing with VIP guests

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### SECTION III

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Q19. 15 Kinds of skills needed in housekeeping operation

- Skills about cleaning ✓ 1
- Skills about laundry service ✓ 1
- Skills about bed making ✓ 1
- Skills about pest control ✓ 1
- Skills about key control ✓ 1
- Skills about safety ✓ 1
- Skills about security ✓ 1
- Skills about decoration ✓ 1
- Skills about linen management ✓ 1
- Skills about languages ✓ 1
- Computer skills ✓ 1
- Partnership skills ✓ 1
- Communication skills ✓ 1
- Coordination skills ✓ 1
- Marketing / Selling skills ✓ 1

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Q20 Reasons why providing exceptional Customer service in your business is necessary.

- To win the competition ✓ 4
- Retention of loyal customers ✓ 4
- To increase sales ✓ 4
- Reputation of the business ✓ 5
- Maintaining customer satisfaction ✓ 5

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- to attract customers
- Marketing tool
- Reduce the marketing cost.

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## Q21 Steps of guest check out procedures.

- Remind the guest about his/her checkout ✓<sup>15</sup>
- Collecting guest luggages ✓<sup>15</sup>
- Guest leaves the room ✓<sup>15</sup>
- Check the bill ✓<sup>15</sup>
- Pay the bill ✓<sup>15</sup>
- Ask the guest how was the stay ✓<sup>15</sup>
- Submission of key ✓<sup>15</sup>
- Write a short about a hotel recommendation ✓<sup>15</sup>
- Provide souvenirs to customers ✓<sup>15</sup>
- Wish him/her safe journey ✓<sup>15</sup>
- Escorting him/her from front desk to the main gate/airport ✓<sup>15</sup>
- Thank him/her ✓<sup>15</sup>
- Guest history record ✓<sup>15</sup>