

**HOT – Housekeeping and  
Customer Care**

**T090**

**Monday, 26/11/2018**

**08:30 – 11:30 AM**

WORKFORCE DEVELOPMENT AUTHORITY



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

---

**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2018,  
TECHNICAL AND PROFESSIONAL STUDIES**

**EXAM TITLE: HOUSEKEEPING AND CUSTOMER CARE**

**OPTION: Hotel Operations (HOT)**

**DURATION: 3 hours**

**INSTRUCTIONS:**

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

**Section I: Fourteen (14) 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.***

**Section I. Fourteen (14) Compulsory questions****55 marks**

---

- 01.** The guests normally get their first impression of the hotel at the reception. Give four instances where this impression may turn to be negative. **(4 marks)**
- 02.** Describe the steps involved during the process of exchanging soiled linen for clean linen. **(4 marks)**
- 03.** The customer is always right. Justify this statement to the hotel guests in one sentence. **(2 marks)**
- 04.** Explain the term overbooking and give two instances when it is necessary for the hotel to overbook. **(3 marks)**
- 05.** State any five factors to be considered by the executive housekeeper before purchasing housekeeping equipment. **(5 marks)**
- 06.** Explain the following terms as used in hotel operations:
- i. Walk- in
  - ii. Chance guest
  - iii. Guaranteed booking
  - iv. Confirmed booking
  - v. Rack rate **(5 marks)**
- 07.** List down any four things (DON'TS) that should not be done in the presence of guests because they may annoy them. **(4 marks)**
- 08.** Mention the kind of guest properties that should be reported to the room's supervisor by room maids once found in guest rooms. **(3 marks)**
- 09.** Explain the word "sleeper". **(2 marks)**
- 10.** Describe the process of receiving an incoming phone call from a client. **(7 marks)**
- 11.** Describe any five types of rooms found in modern hotels in Kigali. **(5 marks)**
- 12.** State the difference between a revenue centre and support centre. Give an example in each case. **(5 marks)**
-

13. What do you understand by front of the house staff? (2 marks)
14. Explain any four sources of hotel reservations. (4 marks)

---

**Section II. Choose and answer any three (3) questions 30 marks**

---

15. Identify any five common accidents occurring in accommodation department and discuss their causes. (10 marks)
16. Describe any five rules that room maids and porters should observe as they go about their work in occupied guest rooms. (10 marks)
17. Discuss the duties and responsibilities of the front office manager in a medium sized hotel. (10 marks)
18. Explain the procedure of cleaning an occupied guest room with a bathroom and squared carpet. (10 marks)
19. Describe the guest circle and the activities performed at each stage of the guest circle by the hotel staff. (10 marks)

---

**Section III. Choose and answer any one (1) question 15 marks**

---

20. The person to take up the position of executive house keeper has certain qualities that would enable her to perform the duties in a hotel. Describe the duties of an executive housekeeper. (15 marks)
21. What is personal hygiene and good grooming? Why do you think it is important for hotel staff in the execution of their duties? (15 marks)
22. Clearly describe the different kinds of guests who are not welcomed in hotels especially as residents. How does the hotel front office staff handle such guests? (15 marks)

Blank page