

## SECTION I

1. Four facilities offered by Resort hotels & motels.

1. Accommodation ✓
2. Parking ✓
3. Food ✓
4. Beverages ✓
5. Swimming pool
6. Sauna
7. Massage
8. Night Club
9. Gym
10. Golf
11. Fishing
12. Laundering Service (Laundry service)
13. Gift shop
14. Boating
15. Banqueting services
16. Pets service

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2. 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

Extended hotels are the hotels that accommodate the guest for more than 5 days.

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3. Four categories of lodging facilities according to their size.

- Small lodging facilities (Small hotels)
- Medium lodging facilities (Medium hotels)
- Large lodging facilities (Large hotels)
- Very large lodging facilities (Very large hotels)

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#### 4. 4 functions of Housekeeping

- Cleaning  $\frac{1}{2}$
- Laundry Service  $\frac{1}{2}$
- Bed making  $\frac{1}{2}$
- Pest Control  $\frac{1}{2}$
- Key Control  $\frac{1}{2}$
- Safety
- Security
- Reception
- Linen management

#### 5. four positions of job in housekeeping department

- Executive housekeeper  $\frac{1}{2}$
- Floor Supervisor  $\frac{1}{2}$
- Assistant housekeeper  $\frac{1}{2}$
- Room Attendant (room maid)  $\frac{1}{2}$
- Public area Attendant  $\frac{1}{2}$
- Valet  $\frac{1}{2}$
- Florist
- Tailor
- House porters
- Clock room attendant

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Two most important functions of front-office operation

- Receiving and providing information
- Selling Rooms
- Suggesting hotel facilities
- Guests Accommodating
- Facilitate the collaboration / linkage with other department.
- Check in of the guest
- Check out of the guest
- Foreign Currency exchange
- Making reservation
- Receiving / delivering message marks.

7. Three factors that help to measure hotel's degree of financial success.

- Expansion of hotel
- Recruitment of new staffs
- Increasing salaries and promotion
- Customer turnover
- Reduced employees turnover
- Diversity of services and products
- High quality facilities
- Technological Advancement
- Working hours

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8. Three examples that demonstrate when you begin providing customer service to your guest.

- Maintain eye contact <sup>1/2</sup>
- Standing up <sup>1/2</sup>
- Smiling <sup>1/2</sup>
- Greeting
- Suggest assistance

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9. Three main responsibilities of executive housekeeper.

- Coordination of housekeeping activities <sup>1/2</sup>
- Participate in recruitment of new staff <sup>1/2</sup>
- Control whole department <sup>1/2</sup>
- Cooperate with other departments.
- Elaborating working schedule
- Suggesting housekeeping budget
- Handling customer complaints.
- Dealing with Vips guests.

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## no. Five cleaning supplies for guest rooms

- Dustbins  $\frac{1}{2}$
- Detergents  $\frac{1}{2}$
- Disinfectants  $\frac{1}{2}$
- Deodorants  $\frac{1}{2}$
- Antiseptics  $\frac{1}{2}$
- Bath towels
- Toilet paper
- Slippers
- Bath mat
- Tooth paste
- Tooth brush.
- Shoes brush.
- Polishes
- Cotton balls
- Shaving kits.
- Bath kit.
- Hair dryer.

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## 11. Importance of Computerized reservation systems

- Quick service ✓<sub>2</sub>
- Quick access to data ✓<sub>2</sub>
- Easy to adjust data ✓<sub>2</sub> and edit ✓<sub>2</sub>
- It reduces errors. ✓<sub>2</sub>
- Data storage
- Saving time

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12. PAR system is a system used by hotels to control the sets of linens, delivered and returned from specified location ✓<sub>2</sub>

Examples :- To know how many linens out of hotel ✓<sub>1</sub>  
- To know the linens delivered in the hotel, ✓<sub>1</sub>  
- To know the ~~lost~~ linens ✓<sub>1</sub>  
- To know the damaged linens

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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 of sheets on bed and one set of sheets on shelf ready for use. ✓<sub>2</sub>

# Six major Components of a well organized guest reservation processing system

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

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## SECTION II

### 14. Job responsibilities of food and beverage director

- Coordination of food and beverage department ✓
- Participating in recruitment of new staff ✓
- Controlling whole department ✓
- Cooperating with other departments ✓
- Elaborating working schedule ✓
- Planning food and beverage budget ✓
- Handling customer complaints ✓
- Receiving VPs ✓
- Reporting to general manager ✓
- Promoting food and beverage sales ✓

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- Welcoming guests ✓<sub>2</sub>
- providing information about: ✓<sub>2</sub>
  - Room status ✓<sub>2</sub>
  - Room rate ✓<sub>2</sub>
  - Method of payment

- Proceed registration
- Issuing room keys
- Luggage handling
- Escorting the guests to the room

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### A. Relationship between housekeeping and food-beverage department.

- Front provides linens to F&B department ✓<sub>2</sub>
- Housekeeping maintain cleanliness to the restaurant ✓<sub>2</sub>
- Housekeeping clean restaurant linens ✓<sub>2</sub>
- F&B provides foods to the housekeeping staff ✓<sub>2</sub>
- F&B Collaborates with housekeeping about room services ✓<sub>2</sub>

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## 18. Role of Housekeeping director

- Coordination of Housekeeping activities  $\frac{1}{2}$
- Participate in recruitment of new staff  $\frac{1}{2}$
- Control whole department  $\frac{1}{2}$
- Cooperate with other department  $\frac{1}{2}$
- Elaborating working schedule  $\frac{1}{2}$
- Suggesting Housekeeping budget.
- Handling customers' complaints
- Dealing with V's guests.

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## SECTION III

## 19. 15 kinds of skills needed in housekeeping operation

- Skills about cleaning  $\frac{1}{2}$
- Skills about laundry service  $\frac{1}{2}$
- Bed making skills  $\frac{1}{2}$
- Skills about pest control  $\frac{1}{2}$
- Skills about key control  $\frac{1}{2}$
- Skills about safety  $\frac{1}{2}$

- Skills about Security  $\frac{1}{2}$
- Skills about Deception  $\frac{1}{2}$
- Skills about Human Management  $\frac{1}{2}$
- Languages Skills  $\frac{1}{2}$
- Computer Literacy  $\frac{1}{2}$
- Leadership Skills  $\frac{1}{2}$
- Partnership Skills  $\frac{1}{2}$
- Communication Skills  $\frac{1}{2}$
- Coordination Skills  $\frac{1}{2}$
- Marketing / Selling Skills

20. Reasons why providing exceptional Customer Service in your business is necessary.

- To win the Competition  $\frac{1}{4}$
- Retention of loyal Customers  $\frac{1}{4}$
- To increase sales  $\frac{1}{4}$
- Reputation of the business  $\frac{1}{3}$
- Increase of Customer Base
- Maintain Customer Satisfaction
- To attract Customers
- Marketing Tool
- Reduce the Marketing Cost.

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## 21. 10 steps of guest check out procedures

1. Remind the guest about his/her check out
2. Collecting Guest luggage ✓
3. Guest leaves the room ✓
4. Check the bills ✓
5. Pay the bill ✓
6. Ask the guest how was the stay ✓
7. Submission of key ✓
8. Write a short about a hotel (recommendation) ✓
9. Provide souvenirs to customer ✓
10. Wish him/her safe journey ✓
11. Escort him/her from front desk to the main gate or parking (airport)
12. Thank him/her
13. Guest history record.