



**ELIZADE UNIVERSITY
ILARA-MOKIN, ONDO STATE, NIGERIA**

**FACULTY: HUMANITIES, SOCIAL AND MANAGEMENT SCIENCES
DEPARTMENT: TOURISM AND HOSPITALITY MANAGEMENT
FIRST SEMESTER EXAMINATIONS
2020/2021 ACADEMIC SESSION
COURSE CODE: HTM 207
COURSE TITLE: ACCOMMODATION OPERATIONS MANAGEMENT
COURSE UNIT: 2
DURATION: 2 Hours**

A handwritten signature in blue ink, enclosed within a rectangular box.

HOD'S SIGNATURE

SECTION A (NON ESSAY TYPE)

Multiple Choice Questions/Fill in the Gap Questions/ True or False Questions. 60 Questions at 1/2 (0.5) mark each.

Total Marks for Section A: 30 Marks

SECTION B (ESSAY TYPE)

Written essays, definitions, description of concepts etc. 4 Questions, answer 3. 10 Marks each.

Total Marks for Section B: 30 Marks

TOTAL MARKS FOR EXAMINATIONS: 60 MARKS.

SECTION A:

1. The following are the basic functions of any accommodation establishment except
 - (a) Production services
 - (b) Service selling
 - (c) Medical services
 - (d) Finance service
2. A hotel survives on different services except
 - (a) Sales of financial services
 - (b) Sales of room,
 - (c) Sales food, beverages
 - (d) Sales of minor services such as the laundry, health club spa.
3. Housekeepers are the 'people behind the curtain', responsible for the wow-factor. 'people behind the curtain' means
 - (a) Those who stand behind the curtain
 - (b) Those who work silently unseen

- (c) Those who keep the curtain upright
- (d) Those who use the curtain to hide

(d) Ha
12. The house
(a) Po
(b)

4. What one word that is synonymous with the housekeeping department?
 - (a) Eating
 - (b) Drinking
 - (c) Dancing
 - (d) Sleeping
5. What is a Private Home?
 - (a) Medical establishment
 - (b) Emotional house
 - (c) Temporary accommodation
 - (d) Motherless home
6. An establishment with an arrangement in which several joint owners have the right to use a vacation property during an allotted period of time is known as
 - (a) Timeshare
 - (b) Condominium
 - (c) Capsule hotel
 - (d) Lodge
7. An accommodation facility which is located and designed to optimize the feeling of being closely in touch with nature is known as
 - (a) Condominium
 - (b) Timeshare
 - (c) Capsule hotel
 - (d) Lodge
8. The organizational chart represent all the following concepts except
 - (a) The lines of authority
 - (b) The social status
 - (c) Channels of communication
 - (d) Divisions of responsibility
9. The issuing of keys to the room attendants is the specific duty of
 - (a) Linen Room Supervisor
 - (b) Public Area Supervisor
 - (c) Floor Supervisor
 - (d) Night Supervisor
10. Keeping track of linen count before and after laundry is the duty of
 - (a) Linen Room Steward
 - (b) Uniform Room Steward
 - (c) Guest Room Steward
 - (d) Public Area Steward
11. The personal hygiene and appearance of a housekeeper are as follow except
 - (a) Be well-groomed with high degree of personal hygiene.
 - (b) Have trimmed nails and hair, and clean uniform.
 - (c) Have a clean and pleasant appearance.

- (d) Have attractive hairdo and tattoo skin.
12. The housekeeping staff must have interpersonal skills which include the following except
- (a) Possess right attitude.
 - (b) Creative ability for gisting and gossip.
 - (c) Have good listening skills to avoid any miscommunication.
 - (d) Be a good team player.
13. The following are some of the manual equipment used in the housekeeping department except.
- (a) Microfiber Cloth
 - (b) Balloon whisk
 - (c) Abrasives
 - (d) Brushes
14. Some of the mechanical equipment used in the housekeeping department include the following except
- (a) Bain Marie
 - (b) Polishing machine
 - (c) Vacuum cleaner
 - (d) Floor scrubber
15. The common cleaning agents that are used in cleaning process in every hotel are as follows except
- (a) Water
 - (b) Ammonia
 - (c) Vinegar
 - (d) Salt
16. Polishes could be classified into three areas as follows except
- (a) Spirit based
 - (b) Oil based
 - (c) Chemical based
 - (d) Water based
17. Laundry generally involves the use of the following except
- (a) Chemical solvent
 - (b) Soap
 - (c) Detergent
 - (d) Water
18. Dry cleaning is any cleaning process using only one of the following:
- (a) Chemical solvent
 - (b) Soap
 - (c) Detergent
 - (d) Water
19. The following are common towels used in hotels except
- (a) Hand towels
 - (b) Bath towels
 - (c) Bed towels
 - (d) Kitchen towels

20. Soft furnishings include the following except
 (a) Curtains
 (b) Drapes
 (c) Bedstead
 (d) Bedding
21. A hotel's housekeeping department provides a clean, _____ and restful stay for all guests.
22. The roles of housekeeping can vary from hotel to hotel, but most have the same _____ duties in common.
23. The hospitality business is built on guest's happiness and _____.
24. The owner or manager lives in the house or on the property of _____ type of accommodation
25. _____ have been a place of comfort, warm food, and safety for the weary traveller.
26. A _____ is generally the largest of all accommodation types.
27. A timeshare (sometimes called vacation ownership) is a _____ with a divided form of ownership or use rights.
28. A capsule hotel, also known as a _____ hotel, is a type of hotel developed in Japan that features a large number of extremely small "rooms" (capsules).
29. A _____ is an accommodation facility which is located and designed to optimize the feeling of being closely in touch with nature.
30. _____ maintain a demographic target consisting of travellers on long distance journeys.
31. Abrasives are made of grit papers which can be used to clean wooden or _____ surfaces.
32. The housekeeping staff must have _____ integrity.
33. Cleaning equipment can be categorised into two _____
34. A vacuum cleaner is a commonly used _____ machine.
35. Generally, for cleaning purposes water is categorised into _____ types.
36. Laundry can be referred as a place where dirty clothes and linens are cleaned for a _____.
37. _____ generally involves the use of soap, detergents and water to clean clothes.
38. A _____ machine is similar to a combination of a domestic washing machine and clothes dryer.
39. A towel is a piece of absorbent fabric or paper used for _____ or wiping a body or a surface.
40. A _____ is a material made through weaving, knitting, spreading, crocheting, or bonding that may be used in production of further goods.
41. A hotel's housekeeping department provides a clean, comfortable and restful stay for all guests. True or False
42. A hotel survives on the sale of room, food, beverages and other minor services such as the laundry, health club spa and so on. True or False
43. The hospitality business is built on guest's happiness and satisfaction. True or False
44. The hotel environment is where any business is allowed to flourish. True or False
45. A hotel is generally the smallest of all accommodation types. True or False
46. The Assistant Housekeeper reports to the Floor Supervisor. True or False
47. The housekeeping staff on duty must have a clean and pleasant appearance. True or False

48. The hotel management must ensure safety of guests by having some few staff who can deal with very stubborn guests in any manner. True or False
49. Cleaning equipment can be categorised into five types. True or False
50. Manual cleaning equipment is dependent on the operation and energies of the employees. True or False
51. Mechanical equipment need either electric or battery power to operate. True or False
52. Cleaning agents are not very useful in removing stubborn dirt. True or False
53. Generally, for cleaning purposes, water is categorized into five types. True or False
54. Always use warm water if you will use soap in water for cleaning. True or False
55. Polishes could be classified into three areas. True or False
56. Stain removal is the process of removing a mark or spot left by one substance on a specific surface like a fabric. True or False
57. In the case of a dead guest in a hotel room, the housekeeper should dress the guest properly for the mortuary. True or False
58. Bedbugs are small friendly and useful insects. True or False
59. Interior decorating is the art of decorating a residential home or commercial business. True or False
60. Textile Fabrics are manufactured from various raw-materials (fibers) which are available from nature or artificially generated or a mix of both (blending). True or False

SECTION B

1. As the Executive Housekeeper of Great Africa Hotel Plc, Explain to your staff how a housekeeper should deal with a dead guest in hotel room.
2. Assume you are the Training Manager of Global Hotels Plc. Briefly explain to the visiting Elizade University students, the professional qualities required of housekeeping staff.
3. Imagine yourself as the Floor Housekeeper at the Presidential Hotel Plc, briefly describe two manual and three mechanical equipment used in the housekeeping department.
4. Dry cleaning is becoming more and more popular among the elites. As the Laundry Manager of the Sunshine Harbours Hotel Plc, briefly explain the dry cleaning process.