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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1626 : ACCOMMODATION OPERATIONS MANAGEMENT II

Date: 13th April, 2022
Time: 11.30 am – 1.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms:
 - i) Housekeeping (2 Marks)
 - ii) Accommodation (2 Marks)
 - iii) Dust (2 Marks)
 - iv) Dirt (2 Marks)
- b) There has been an accident at a hotel. You have been contacted to get the first Aid kit. Identify the items you expect to find in the kit. (6 Marks)
- c) Describe any five duties of house porters (5 Marks)
- d) Lighting is very important in accommodation facility as an interior designer explain to your client the factors to consider in light selection for an accommodation establishment (5 Marks)
- e) Outline the methods to prevent the common accidents in housekeeping department (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the order of work when cleaning a tiled bathroom (10 Marks)
- b) With an aid of a diagram discuss Evaluate the staff structure of the housekeeping department (10 Marks)

QUESTION THREE (20 MARKS)

- a) You have been assigned a job as a room steward at a large five star hotel. Part of your assignment is the cleaning of the occupied rooms. Describe the procedure (10 Marks)
- b) Assess the most commonly used fibres in carpets used in the hospitality industry (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Analyze the different keys used in hotels (10 Marks)
- b) Discuss the factors to be considered in selection of cleaning equipment (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the differences between hard finishes and semi hard finishes floor coverings in housekeeping department (10 Marks)
- b) You have been invited for an interview as accommodation manager in a given hotel in town .Describe any ten (10) duties and responsibilities of accommodation managers to the panel (10 Marks)