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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER, END OF SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1620-ACCOMODATION MANAGEMENT I

Date: 18th April 2023
Time: 11.30am-1.30pm

INSTRUCTION TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

You have been invited for an interview for the position of executive housekeeper at a five star hotel. Please answer the following questions

- a) Identify the different types of accommodation establishments found in the industry (5 marks)
- b) Identify any five aims of a housekeeper (5 marks)
- c) As a housekeeper, describe any four contracts that a hotel may get into (4 Marks)
- d) Explain three ways of removing dust from surfaces (6 marks)
- e) If you get the job as a housekeeper, there are several attributes that you should have. Outline any five attributes (5 Marks)
- f) Identify the elements of a budget that you may prepare for the hotel (5 marks)

QUESTION TWO (20 MARKS)

- a) You are attached at Hotel KWUST and are assigned the duty of cleaning an occupied room. Discuss the process (10 marks)
- b) Outline any five problems that a room steward may face while on duty (5 marks)
- c) As a room steward, identify the different ways that can be employed in changing of soiled linen (5 marks)

QUESTION THREE (20 MARKS)

- a) Outline any five components of a first aid kit found in the accommodation sector (5 marks)
- b) While fighting fires, there are several things to consider, one being the type of fire extinguisher. Briefly discuss the colour codes used in extinguishers and the flame they extinguish (10 marks)
- c) List any five items that the housekeeper plans and forecasts for the department (5 marks)

QUESTION FOUR (20 MARKS)

- a) A work study is the process of identifying a need the most efficient ways of using equipment, space and human effort. Discuss instances where a work study should be considered (10 marks)
- b) As a housekeeper, budgeting and buying are part and parcel of the job. Identify the cost items that a housekeeper should have in mind prior to purchase (10 marks)

QUESTION FIVE (20 MARKS)

- a) A housekeeper should always plan and manage her team accordingly. Prepare a duty roster for your team of 30 workers (10 Marks)
- b) Explain the different room keys found in hospitality (5 marks)
- c) Identify the different areas where one may buy tools and equipment for the accommodation department (5 marks)