



Kasarani Campus
Off Thika Road
Tel. 2042692/3
P.O Box 49274, 00100
NAIROBI
Westland Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1626 - ACCOMMODATION OPERATIONS MANAGEMENT II

Date: 29th July 2022

Time: 11.30am - 1.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE COMPULSORY (30 MARKS)

- a) You have attended an interview for a job as the executive housekeeper in a five star hotel. As part of your interview you have to identify the duties of a housekeeper. List any five duties (5 marks)
- b) As part of the interview, you are asked to describe the right procedure in making a bed. Outline the process (7 marks)
- c) Identify the procedure used in the care and cleaning of curtains (5 marks)
- d) Identify the order of work to be employed in cleaning a WC (7 marks)
- e) Identify the problems that a maid may encounter in her job as they do their work. (6 marks)

QUESTION TWO (20 MARKS)

- a) As a hotelier there are different flooring finishes that can be employed. Differentiate between hard finishes and semi hard finishes floor coverings in housekeeping department (10 Marks)
- b) Carpets are an important feature to have in the hotels. They not only add the aesthetics but other features are added too such as brightening a room. Identify the different methods that can be employed in the protection of carpets. (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss any five advantages of using wall papers as wall coverings in hotels (10 marks)
- b) Differentiate between vegetable fibres and animal fibres (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss any five finishes given to fabric before they are sold (10 marks)
- b) Curtains are an important feature to have in any room. Briefly explain any five reasons why one needs to have curtains in a hotel establishment. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the procedure for care and cleaning of beds (10 marks)
- b) Discuss the features of interior decoration of a hotel (10 marks)