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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1620 - ACCOMMODATION MANAGEMENT I

Date: 11th 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) Accommodation (2 Marks)
 - ii) Calendar (2 Marks)
- b) Outline the three departments which are concerned with accommodation (3 Marks)
- c) Highlight any five personality traits of a housekeeper (5 Marks)
- d) The quality of a carpet is very important before purchase. Identify the factors that the quality is dependent on (4 Marks)
- e) Describe the common accidents that occur in the housekeeping department (4 Marks)
- f) Outline any five records that may be kept in the housekeeping department (5 Marks)
- g) Identify five items that should be supplied to an accommodation room in a five star hotel by the housekeeping staff. (5Marks)

QUESTION TWO (20 MARKS)

- a) Describe the duties and responsibilities of the security officers in the hotel industry(10 Marks)
- b) Explain the order of work when;
 - i) Cleaning of mirrors and glass surfaces (4 Marks)
 - ii) Cleaning a TV set (6 Marks)

QUESTION THREE (20 MARKS)

- a) You have been assigned the duty as a floor waiter. Part of your duty is the service of early morning tea, describe the right procedure (10 Marks)
- b) Describe the procedure to follow in case of fire in an establishment (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Evaluate points to remember when removing stains (6 Marks)
- b) Describe equipment used in the housekeeping department (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Analyze any five types of wall coverings employed in hotels (10 Marks)
- b) Curtains are quite important factors in the hotels, especially in the rooms. Explain any five reasons why they are considered as important features to have (10 Marks)