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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
YEAR ONE, SEMESTER FOUR EXAMINATION
DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1626- ACCOMMODATION OPERATIONS MANAGEMENT II

Date: 9th December, 2024
Time: 11.30am –1.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS
QUESTION ONE (30 MARKS)

- a) Staff training is an important aspect in every hotel. As a manager of hotel KWUST, outline any **four** reasons that would warrant a refresher training of your housekeeping staff. **(4 marks)**
- b) A quality detergent is a great asset to the Housekeeping department of any hotel. As a future housekeeper, explain any **five** key features of a good detergent that you would consider prior to purchasing it. **(5 marks)**
- c) You have purchased a second-hand dress from a popular store. While cleaning the outfit, you discover that there is a mysterious stain on it. Outline the procedure that you would use to remove the unknown stain from a fabric. **(5 marks)**
- d) Explain any **six** points to consider when selecting the types of lighting suitable for a room. **(6 marks)**
- e) Wallpapers are an economical way of decorating a room while on a budget. Outline any **five** disadvantages of using wallpaper as a surface finish. **(5 marks)**
- f) As a future housekeeper, outline any **five** types of beds that you expect to come across while conducting your duties in the hotel. **(5 marks)**

SECTION B: ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) The rooms department of a hotel is known to always try and maximize guest comfort by implementing several strategies which include having amenities in the rooms. Outline any four amenities found in the room department of a five-star hotel. **(4 marks)**
- b) In the selection of fabrics, several factors should be considered. Discuss any four differences between animal and plant fabrics, giving appropriate examples of each. **(8 marks)**

c) Explain the stains that are removed through the use of the following stain removal agents:

- i. Organic solvents (2 marks)
- ii. Acids (2 marks)
- iii. Bleaches (2 marks)
- iv. Alkalis (2 marks)

QUESTION THREE (20 MARKS)

- a) Curtains are important fabrics which are found in the hotels. Outline any **two** functions of curtains in a hotel. (2 marks)
- b) Describe the dry-cleaning process in a laundry department of a large hotel. (8 marks)
- c) Discuss any **five** waste disposal methods employed in the hospitality establishments. (10 marks)

QUESTION FOUR (20 MARKS)

- a) List and explain the use of any **five** sanitary fitments used in a hotel's accommodation sector (5 marks)
- b) Discuss any **five** qualities of a good linen room (5 marks)
- c) Outline how you would remove the following stains from clothes: (10 marks)
 - i. Grass stains
 - ii. Ball point ink
 - iii. Paint
 - iv. Lipstick
 - v. Sweat stains

QUESTION FIVE (20 MARKS)

- a) As a student who has learnt on the proper planning trends in hotels, explain any **four** factors that one should consider when planning a hotel building to reduce noise. (4marks)
- b) Briefly explain any **three** sustainability practices that can be employed in the accommodations department of a five-star hotel. (6 marks)
- c) Discuss any **five** advantages of linen hire versus purchasing of own linen in a hotel giving appropriate examples of each advantage. (10 marks)