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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1626-ACCOMODATION OPERATIONS MANAGEMENT

Date: 9th December 2022
Time: 11.30am-1.30pm

INSTRUCTION TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

You have been appointed as a manager in a newly opened hotel. The hotel needs to purchase new tools and equipment and the owners come to you for help. Assist the owners in solving the following concerns.

- The owner wants to purchase new furniture in the hotel. Inform them of the factors to consider while choosing individual pieces of furniture in a hotel. (6 marks)
- The new hotel also needs to decide between curtains and blinds as the owner does not understand the uses of curtains. Inform them in your own words any five uses of curtains (5 marks)
- As the manager, you have decided to utilize plastic furnishings and the owner needs you to explain the reasons why. Explain any six advantages of using plastic furnishings over any other type of furnishings (6 Marks)
- Outline any five advantages of contract cleaning which you will employ in your hotel (5 Marks)
- During purchase, you come upon upholstery materials which you intend to utilize in the hotel. List any two qualities of upholstery materials that you will look at before purchase (2 marks)
- The hotel has 56 rooms which are ready for sale. These beds require linen which you need to purchase. Outline the qualities of good bed linen (6 Marks)

QUESTION TWO (20 MARKS)

- As a room steward in a five star hotel, discuss the order of work when cleaning a tiled bathroom (10 Marks)
- You are the executive housekeeper in a hotel. The carpets in the rooms are worn out leading to a need for replacing them. Discuss any five factors that you will put into consideration when selecting floors or carpets for the hotel (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) Examine the characteristics of smooth floor finishes (10 Marks)

QUESTION FOUR (20 MARKS)

- a) You are an executive housekeeper in need of a carpet. Identify the features that you will consider to judge carpet performance before buying it. (10 Marks)
- b) Discuss the factors to be considered in selection of cleaning equipment (10 Marks)

QUESTION FIVE (20 MARKS)

- a) You are a lecturer at Kiriri Women's University, teaching accommodation operations management. As part of your lesson plan, you need to explain to the students the different types of wall coverings. Kindly explain to your students giving the features of each wall covering. (10 Marks)
- b) During the above class, a student asks for clarification on the factors that affect the choice of fabrics. Assist the student by explaining to them these factors. (10 marks)