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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1626-ACCOMODATIONS OPERATIONS MANAGEMENT II

Date: 17th April 2023
Time: 11.30am-1.30pm

INSTRUCTION TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

You are a housekeeping lecturer at KWUST and have just finished your syllabus. The students however, have several questions. Kindly answer the students' questions accordingly

- a) Identify the basic properties of a good detergent (3 Marks)
- b) Outline the requirements of a good polish (5 Marks)
- c) As a lecturer, what are the benefits of linen hire compared to purchasing (5 marks)
- d) One student is concerned as they do not understand why a hotel would need to have a laundry department. Outline any five reasons why it is important (5 marks)
- e) Highlight six responsibilities of the housekeeper which enhances safety. (6 marks)
- f) As a lecturer, briefly describe the three room status' found in the hotel sector (6 marks)

QUESTION TWO (20 MARKS)

- a) As an interior decorator, your hotel wants to use plastics on their walls, floor and table ware. Your CEO is however worried about using plastic as he does not think it is suitable. Explain to the CEO the advantages of using plastics (10 marks)
- b) You are teaching a class on carpet laying. A student needs help coming up with the suitable methods for fixing carpets. Outline any five methods (5 marks)
- c) Outline any five advantage of using carpets in the hospitality sector (5 marks)

QUESTION THREE (20 MARKS)

- a) You are a procurement officer at a large hotel. You have been tasked with a duty of purchasing furniture. Identify the factors that you would put into consideration prior to the purchase (10 marks)
- b) Analyze any five emerging trends in the accommodation department and provide a brief description of each trend (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe the care and cleaning of a painted surface (10 marks)
- b) Describe the different wall coverings to be employed in the accommodation sector (10 marks)

QUESTION FIVE (20 MARKS)

- a) As an accommodation student, describe the process of bed making (10 Marks)
- b) Describe the elements of colour, pattern and texture in the accommodation sector (10 marks)