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

Date: 1st August 2022
Time: 2.30pm-4.30pm

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE COMPULSORY (30 MARKS)

- a) You are a housekeeping supervisor in a hotel. A group of attaches have just been directed to you for their training. As part of training, you have to give them the duties of the executive housekeeper. Briefly state any five traits of the housekeeper that you would tell them (5 marks)
- b) As part of the training, the students ask you the different classifications of hotels. Identify any five ratings given to hotels (5 marks)
- c) The attaches have a problem in the identification of different terms. Define the following terms as they would be used in the hospitality industry
- i. Hotel (2marks)
 - ii. Accommodation (2 marks)
 - iii. Housekeeping (2 marks)
 - iv. Dirt (2 marks)
 - v. Dust (2 marks)
- d) Identify the order of work to be employed in cleaning an electric blanket (5marks)
- e) Identify the problems that a maid may encounter in her job as they do their work. (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain the advantages of using contract cleaning in the hotel industry (10 marks)
- b) Examine any five duties of security officers in the ensuring of the safety of the hotel guests, staff and any other visitors (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss five different types of catering and accommodation offering premises (10 marks)
- b) Explain any five different types of wastes found in the accommodation sector (10 marks)

QUESTION FOUR (20 MARKS)

- a) As a hotel management student, you have been approached by a rich person who wants to establish a hotel in a specific region and they want your advice with regards to locations. Explain to the person the factors you will consider before selecting a particular location (10 marks)
- b) Examine the different cleaning equipments that may be used in the hotel industry (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the procedure to be employed in the service of early morning tea (10 marks)
- b) With the aid of a diagram identify the staff structure of a housekeeping department of a large hotel (10 marks)