

Road

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Kasarani Campus

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NAIROBI

Westlands Campus

Pamstech House

Woodvale Grove

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**

**FOR THE DEGREE IN HOSPITALITY MANAGEMENT**

**KHM 2204 – LODGING AND ACCOMODATION OPERATIONS**

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

**Case Study: CORAL SANDS LUXURY RESORT (5-Star resort)**

A new five-star resort, **Coral Sands Luxury Resort**, is set to open along the stunning Kenyan coast, promising to offer an exceptional experience for its high-end clientele. The resort's management seeks the expertise of a hotel interior designer to create a unique and trendy atmosphere that reflects the vibrant coastal culture while incorporating modern luxury. They aim for a design that blends the natural beauty of the Indian Ocean with sophisticated elegance. The key focus is on utilizing local materials like coastal wood, sisal, and coral stone to craft spaces that evoke a sense of peace and calm, while also maintaining a seamless transition between indoor and outdoor living. From beachfront guestrooms to the grand lobby, the design must integrate bold color schemes, vibrant artistic shapes, and a contemporary African aesthetic, while ensuring comfort and luxury throughout. In addition to creating an inviting and culturally relevant atmosphere, the resort seeks to leverage technological advancements to enhance the guest experience. Smart rooms will be well equipped with technological trends allowing guests

to personalize their stay with ease. The designer's challenge is to seamlessly blend these cutting-edge technologies into the resort's natural, earthy design without compromising on its warmth and hospitality, ensuring that **Coral Sands** becomes a top destination for travelers seeking both modernity and cultural richness.

- a) Explain five technological aspects that can be integrated in guest rooms to enhance guest comfort and stay in coral sands luxury resort (5 marks)
- b) Choose three colours that can be used at the resorts lobby and lounge and explain the effect it will have on the guests (6 marks)
- c) Lighting can influence so much during the interior designing of coral sand luxury resort, explain five ways light can be incorporated (5 marks)
- d) Describe ways the housekeeping staff can ensure guest enjoy their stay at coral beach resort (5 marks)
- e) Guest safety is paramount in luxury hotels and resorts. Explain five ways guest safety can be ensured during the designing of the hotel (5 marks)
- f) Coral sands luxury resort is a 5-star resort. Give four unique characteristics that make it a five-star resort. (4 marks)

## **SECTION B: ANSWER ANY TWO QUESTIONS (40 MARKS)**

### **QUESTION TWO (20 MARKS)**

- a) The location of a hotel can dictate the type of clientele it gets. Giving relevant examples, classify four types of hotels based on location and type of clientele (8 marks)
- b) Discuss the role of 4 types of amenities/ facilities found in hotels (8 marks)
- c) Differentiate between a resort and lodge (4 marks)

### **QUESTION THREE (20 MARKS)**

- a) The housekeeping department takes pride in creating a home away from home for guests. Explain four roles of the housekeeping department in hotel (8 marks)
- b) Using a chart, describe the organizational structure of the housekeeping department (8 marks)
- c) Explain two types of stain that can be found on a guest cloth (4 marks)

### **QUESTION FOUR (20 MARKS)**

- a) A hotel can be a spot for robbery due its clientele and money making business. Describe 4 ways technology can be used to ensure security in a hotel (8 marks)
- b) Fire prevention is a critical aspect of housekeeping safety. By taking proactive measures, you can reduce the risk of fire incidents. Explain four precautions to ensure fire safety ( 8 marks)
- c) Identify 4 personal protective equipment that can be used when handling chemicals in housekeeping (4 marks)

### **QUESTION FIVE (20 MARKS)**

- a) Your hotel is infested with rats and cockroaches, identify an effective way to eliminate the pests and explain four guidelines on how to prevent their reoccurrences (8 marks)
- b) Horticulture and flower arrangement make a great impact in ensuring aesthetics in a hotel and its events, explain four importance of horticulture and flower arrangements in hotel (8 marks)
- c) Identify four qualities of a good linen store (4 marks)