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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT**  
**DHM 1620-ACCOMODATION MANAGEMENT I**

Date: 14<sup>th</sup> August 2023

Time: 11.30am-2.30am

**INSTRUCTIONS TO CANDIDATES:**

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

**QUESTION ONE (30 MARKS)**

You have been called for an interview for the position of accommodation and housekeeping lecturer at Kiriri Women's University of Science and Technology. The panelists have several questions for you which will assist them in determining if you are the perfect candidate for the job. Kindly answer each question accordingly.

- Identify the different room status' found in the accommodation department (3 marks)
- As a housekeeping lecturer, briefly explain to your students the five problems that a maid may encounter in a hotel during the course of her work (5 marks)
- A student is concerned about the keys used in the department of accommodation. Kindly enlighten them on the different keys used (4 marks)
- In class, a fire breaks out due to negligence on the part of students. Outline the steps that one should take in such an instance (6 marks)
- Effective management is very important for the success of any institution. List the effects of effective management by a housekeeper (5 marks)
- Procurement is a key part of any organization. When purchasing supplies for accommodation management, what factors should be considered? (5 marks)
- What is budgeting in the context of accommodation management (2 marks)

**QUESTION TWO (20 MARKS)**

- You are the executive housekeeper at a large five star hotel. You have 20 room stewards who need to be scheduled for work. Prepare a duty roster covering each and every one of them (10 marks)
- Accommodation establishments have ratings from zero rated to five star rating. Identify the factors used for classifying the accommodation establishments (5 marks)
- Identify any five accommodation establishments (5 marks)

**QUESTION THREE (20 MARKS)**

- Define the term staffing in the context of accommodation management (2 marks)
- How can accommodation establishments attract and recruit qualified staff members (8 marks)
- A friend has been asked this question and she does not have the answer. What are the strategies that accommodation establishments employ based on their forecasting and planning? Kindly assist them by giving them the right answer (10 marks)

**QUESTION FOUR (20 MARKS)**

- As housekeeping student who has studied the accommodation course, Identify and explain the common ailments found in hospitality establishments (10 marks)
- What are some of the common types of contracts that are employed in the accommodation sector (10 marks)

**QUESTION FIVE (20 MARKS)**

- Outline any five staff members found in the accommodation department of a large hotel (5 marks)
- Outline the process of cleaning an occupied room (5 marks)
- You are the executive housekeeper at Hotel KWUST. Prepare a duty roster for 20 room stewards (10 marks)