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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1620: ACCOMMODATION MANAGEMENT I

Date: 13TH DECEMBER 2022

Time: 11:30a.m- 1:30p.m

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following key accommodation terms
 - Cleaning (2 Marks)
 - Dust (2 Marks)
 - Housekeeping (2 Marks)
 - First aid (2 Marks)
 - Job procedures (2 Marks)
- b) You are a housekeeper at Hotel KWUST, what are the aims of your job? (5 Marks)
- c) Record keeping is an important feature in any successful business. Outline any five records that may be kept in the housekeeping department (5 Marks)
- d) Outline any five duties and responsibilities of the security officers in the hotel industry (5 Marks)
- e) You have attended an interview for an executive housekeeper post in a hotel. The interviewers ask you to identify the juniors in your department. Identify any five different workers who will work under you in the department (5 Marks)

QUESTION TWO (20 MARKS)

- a) As a hotel manager, discuss the benefits of training staff in the housekeeping department of a hotel (10 Marks)
- b) Outline the order of work when cleaning a W.C (5 Marks)
- c) Outline the problems that a room steward may face in a hotel (5 Marks)

QUESTION THREE (20 MARKS)

- a) You have been assigned the duty as a floor waiter. Part of your duty is the service of early morning tea, describe the right procedure (10 Marks)
- b) As an executive housekeeper, you have 40 employees working in the department. Create a duty roster for all the employees for the three shifts in the department (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Cleaning is the removal of all dust and dirt in an area or surface. List any five manual cleaning equipment used in hotel cleaning (5 Marks)
- b) There has been a series of accidents and falls in the hotel, injuring both guests and staff. As a housekeeper, outline the precautions that you will put in place to ensure that such accidents do not occur again (5 Marks)
- c) Your employees have reached out and complained that the work is too hectic for them. As a hotelier, do a work study to find the problem areas and come up with solutions for said problems (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Analyze any five causes of dissatisfaction with regards to contract cleaning. (10 Marks)
- b) You have just finished your diploma in hospitality management and are in need of a job. Explain the areas where you will be most likely to get information on available jobs. (10 Marks)