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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
YEAR ONE, SEMESTER ONE EXAMINATION
DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1620 - ACCOMONDATION MANAGEMENT 1

Date: 6th December, 2024
Time: 2.30am –4.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) A guest at Mount view Lodge collapses in the lobby. Describe the steps you would take to administer first aid, including artificial respiration techniques if necessary. (6 marks)
- b) Explain **three** hazards a hotel housekeeper is exposed to during his line of duty. (6marks)
- c) The management of Pineview Lodge is preparing the annual budget for the housekeeping department. Describe in detail the steps involved in preparing this budget and outline the buying process for housekeeping supplies and equipment. (6 marks)
- d) Explain the importance of staff training in maintaining operational efficiency. (6 marks)
- e) Develop a monthly rotating duty rota for **Ten** room stewards to cover three shifts in a day.(6marks)

QUESTION TWO

- a) Differentiate between “osmologically clean” and “entomologically clean”. (4 marks)
- b) Discuss **five** measures a supervisor should take to ensure high standards of cleanliness in the accommodation areas. (8 marks)
- c) Describe **four** types of fabric finishes applied to improve lustre. (8 marks)

QUESTION THREE

- a) Discuss **six** advantages of an on-site laundry. (6 marks)
- b) Describe **six** components of the supervision plan of work. (6 marks)
- c) Describe **the** stages of the guest life cycle. (8 marks)

QUESTION FOUR

- a) Explain the external sources of housekeeping staff. (6 marks)
- b) Describe **five** documents used in reservation and registration of guests. (6 marks)
- c) Describe the check in process of the guests in a hotel. (8 marks)

QUESTION FIVE

- a) Differentiate between mercerization calendaring as methods of finishing fabrics. (4 marks)
- b) Describe the interdepartmental relationships between accommodation and other departments in a hotel. (8 marks)
- c) Discuss **four** emerging trends in accommodation management (8 marks)