

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BTOM 271: ACCOMODATION OPERATIONS MANAGEMENT

STREAMS: BTOM (Y2S1)

TIME: 2 HOURS

DAY/DATE: FRIDAY 07/12/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- Answer ALL questions in SECTION A and any TWO in section B
- Do not write anything on the question paper

SECTION A (30 MARKS)

1. Briefly explain any two security threats in a hotel and appropriate measures that need to be considered. [6 marks]
2. Explain briefly how accommodation may differ in various types of residential establishments. [4 marks]
3. Briefly explain a laundry procedure in the context of hotel housekeeping [4 marks]
4. Briefly explain the cleaning agents used in housekeeping operations [4 marks]
5. Explain two reasons why a housekeeper should develop cleaning procedures [4 marks]
6. Explain four functions of a linen room in a five star rated hotel [4 marks]
7. Briefly explain the procedure for handling guest laundry in hotels [4 marks]

SECTION B (40 MARKS)

8. In the provision of accommodation services, the housekeeping department will interact with virtually all other departments. Discuss the points of interaction and how they can be managed to ensure the department achieves its objectives [20 marks]
9. (a) As part of management control, the executive housekeeper will be required to prepare departmental reports. Discuss any four of the reports [10 marks]

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(b) Compare and contrast the use of contract and in house cleaning programs in housekeeping operations [10 marks]

10. As an executive housekeeper in a five star hotel, you have been invited for a public lecture to hospitality students on the role of the department in the hotel. Discuss the main content you would consider for the lecture. [20 marks]

