

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**CHUKA & EMBU**

**SECOND YEAR EXAMINATION FOR THE AWARD OF  
DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT**

**DTHM 0272: ACCOMODATION OPERATIONS MANAGEMENT**

**STREAMS: DTHM Y2S2**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 03/12/2018**

**11.30 AM – 1.30 PM**

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**INSTRUCTIONS:**

- **Answer ALL Questions in Section A and Two Questions in Section B**
- **Do NOT write on the question paper**

**SECTION A (30 MARKS)**

1. Security of guests' property in bedrooms will be enhanced if a hotel adopts strict control over room keys. Outline the differences between a grandmaster key, a maser key and an individual room key. [6 marks]
2. Briefly explain any three types of rooms which can be found in a five-star hotel in Kenya. [6 marks]
3. Explain six factors considered by tourist when choosing accommodation at the coastal Tourism Destination Region. [6 marks]
4. Outline five factors considered when selecting cleaning agents in housekeeping. [5 marks]
5. Differentiate between manual and mechanical cleaning equipments. [2 marks]
6. Guest privacy is very important in hotel industry. Explain the procedure followed by room attendants when entering a guest room. [5 marks]

**SECTION B (40 MARKS)**

7. A housekeeper will liaise and communicate continuously with all hotel departments throughout the day. Discuss different hotel departments which work in close co-operation with the housekeeping department. [12 marks]
8. (a) A piece of equipment used during the cleaning process must be suitable for the use to which it is put. Discuss aspects that should be considered when purchasing equipment that will be used in the cleaning process. [10 marks]
- (b) Explain five rules governing the care and maintenance of cleaning equipments in housekeeping operations. [10 marks]
9. (a) The first impression that a guest obtains when entering a hotel will be influenced by the standard of cleanliness. Explain five duties of housekeeping staff that ensures that the standards of cleanliness are achieved in a five-star hotel. [10 marks]
- (b) Explain the procedure followed by room attendants when making a bed in a guest room. [10 marks]
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