

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

DTHM 0272: ACCOMODATION OPERATIONS MANAGEMENT

STREAMS: DTHM Y2S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 09/08/2019

8.30 AM – 10.30 AM

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. (a) Karen and Daizy were arguing on which hotel to spend their December holiday at Mombasa, they decided to seek the assistance of the fellow classmates so as to assist them on factors to consider so as to decide on the best hotel. Briefly explain such factors. [6 marks]
- (b) Explain the general rules involved when you want to remove a stain from a table linen. [6 marks]
- (c) Explain factors to consider when selecting a cleaning equipment. [5 marks]
- (d) Explain the various methods involved in the removal of dust in the housekeeping department. [5 marks]
- (e) Explain 3 rules governing storage of equipment in hotel. [3 marks]
- (f) 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)

2. Housekeeping is an integral department of the hotel as it performs various functions which are core to the hotel business, however housekeeping department cannot rely on itself but it must work in alliance with other departments. Discuss? [20 marks]
3. (a) Describe the procedure involved in making of the beds in a five-star hotel in Kenya. [10 marks]
- (b) Describe the procedures involved in cleaning a guest room which the guest has just left untidy. [10 marks]
4. Discuss the procedures involved in laundering of the hotel linen. [20 marks]
-