

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

**CHUKA & EMBU**

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

**DTHM 0272: ACCOMODATION OPERATIONS MANAGEMENT**

**STREAMS: DTHM Y2S2**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 10/12/2019**

**2.30 PM – 4.30 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. (a) Gloria and Hillary a newly wedded couple are supposed to enjoy their honeymoon at a prestigious hotel in Nairobi. Highlight factors they must put into consideration when choosing a hotel for their accommodation. [5 marks]
- (b) Explain factors to consider when selecting a cleaning equipment. [5 marks]
- (c) Highlight any five roles of Executive Housekeeper in a hotel set up. [5 marks]
- (d) Explain the various methods involved in the removal of dust in the housekeeping department. [5 marks]
- (e) Briefly explain any five types of rooms which can be found in hotel industry. [5 marks]

- (f) Briefly explain the three types of masters key found within the housekeeping. [5 marks]

**SECTION B (40 MARKS)**

7. Explain how housekeeping department works in harmony with other departments of the hotel so as to help achieve the goals and objectives. [20 marks]
8. (a) Discuss the major functions of housekeeping department in the hospitality industry. [10 marks]
- (b) Describe the procedures involved in cleaning of an occupied guest room in hospitality sector. [10 marks]
9. Accommodation sectors in Kenya have been facing certain challenges which has always affected their normal operations, discuss such challenges and provide possible solutions to such problems. [20 marks]
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