

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**SPECIAL/RESIT EXAMINATION**

**SECOND YEAR SUPPLEMENTARY/SPECIAL EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF TOURISM MANAGEMENT**

**BTHM 205: ACCOMMODATION OPERATIONS MANAGEMENT**

**STREAMS: BPSM/AGBM Y1S1**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 11/9/2018**

**11.30 A.M. – 1.30 P.M.**

**INSTRUCTIONS:**

- Answer All Questions in **SECTION A** and **Any Other Two** in **SECTION B**
- Do not write anything on the question paper.

**SECTION A: (30 MARKS)**

1. State the goals of housekeeping department. (3 marks)
2. Outline the general principles applied in all cleaning (6 marks)
3. Outline five factors to consider in the choice of a cleaning method. (5 marks)
4. Briefly describe the role of the housekeeping management in waste disposal management. (6 marks)
5. Highlight five techniques of caring for wooden surfaces. (5 marks)
6. Explain five ways in which computers are useful in the housekeeping department. (5 marks)

**SECTION B: (40 MARKS)**

7. Discuss the management functions performed by the executive housekeeper in a five star hotel. (20 marks)
8. Discuss the issues that the housekeeper can address to ensure safety and security in a hotel. (20 marks)
9. Describe the procedure of cleaning a guest room. (20 marks)