

**CHUKA**



**UNIVERSITY**

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**RESIT/ SPECIAL EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF  
BACHELOR OF TOURISM AND HOTEL MANAGEMENT**

**BTHM 205: ACCOMODATION OPERATIONS MANAGEMENT**

**STREAMS: BTHM Y2S2**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 24/07/2018**

**11.30 AM – 1.30 PM**

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**INSTRUCTIONS:**

- **Answer ALL questions in Section A and any other Two in Section B**
- **Do not write anything on the question paper**

**SSECTION A (30 MARKS)**

1. (a) Describe four categories of soiling that a room attendant may have to deal with in their daily operations. [8 marks]
- (b) Analyse adverse effects of using hard water in a hotel. [4 marks]
2. Describe the following methods of cleaning; [8 marks]
  - (a) Vacuuming
  - (b) Steam extraction
  - (c) Spotting
  - (d) Buffing
3. (a) Identify and explain three categories of floor finishes. Give two examples in each category. [6 marks]
- (b) Highlight four advantages of an on-premise laundry to a hotel. [4 marks]

**SECTION B (40 MARKS)**

4. Discuss five factors an Executive Housekeeper would consider when choosing the cleaning equipment to be purchased. [20 marks]
  5. Discuss the management functions performed by the Executive housekeeper in a five star hotel. [20 Marks]
  6. A linen room acts as a storage point and distribution centre for clean linen. Discuss the functions of a linen room in a hotel. [20 marks]
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