
CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD DEGREE OF
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT**

BTOM 271: ACCOMMODATION OPERATIONS MANAGEMENT

STREAMS: BTOM Y2 S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 9/04/2020

11.30 A.M - 1.30 P.M.

INSTRUCTIONS

1. Answer questions in **Section A** and any **Two** in **Section B**
2. Do not write anything on this question paper

SECTION A (30 MARKS)

1. Briefly explain the any two safety hazards in a hotel and appropriate measures that need to be put considered. [6 Marks]
2. Explain briefly how accommodation may vary from one residential establishments to another.
3. Briefly explain the cleaning agents used in accommodation operations. [6 Marks]
4. Explain three reasons why a housekeeper should develop cleaning procedures. [6 Marks]
5. Explain four functions of hotel linen stores. [6 Marks]
6. Briefly explain the process of handling guest laundry in hotels. [6 Marks]

SECTION B (40 MARKS)

7. (a) In the provision of accommodation services, the housekeeping department works with virtually all other departments. Discuss six important points of interaction. [12 Marks]

(b) Describe the laundry process in commercial residential operation. [8 Marks]

8. (a) Discuss five important security measures for an executive housekeeper in star rated hotel. [10 Marks]

(b) Compare use of contrast and in house cleaning programs in hospital accommodation operations. [10 Marks]

9. As an executive house keeper in a five star rated hotel, you have been invited to give a talk to hospitality students on the significance of the department in commercial residential establishments.. Discuss the main points of your presentation. [20 Marks]

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