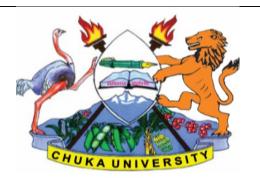
CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

SECOND YEAR EXAMINATIONS FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BTOM 271/BTHM 205: ACCOMMODATION OPERATIONS MANAGEMENT

STREAMS: BTOM (Y2S1) TIME: 2 HOURS

DAY/DATE: WEDNESDAY 18/11/2020

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

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

SECTION A (30 MARKS)

- 1. Briefly explain any two security threats in a hotel and appropriate measures that need to be put considered. [6 Marks]
- 2. Using relevant illustrations, briefly explain how accommodation may differ in welfare and commercial residential establishments.

Marks]

- 3. Briefly explain the cleaning equipment used in accommodation operations. [6 Marks]
- 4. Explain importance of having standard cleaning procedures for residential establishments.

[6 Marks]

5. Briefly explain how hotels handle guest laundry items.

[6

Marks]

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SECTION B (40 MARKS)

6. a) Provision of accommodation services in a residential establishment is a multi-
departmental activity. Using relevant illustrations discuss this statement.
[12 Marks]
b) Describe the dry cleaning process in commercial residential operation. [8 Marks]
7. (a) Discuss five safety hazards for a residential establishment and the important measures
for the executive housekeeper to put into consideration. [10
Marks]
(b) Compare the use of contract and in house cleaning programs in hospital accommodation
operations. [10 Marks]
8. Discuss the role of a housekeeping department in a commercial residential establishment.
[20
Marks]