

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. [6 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]

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]
