

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD DEGREE OF BACHELOR OF TOURISM MANAGEMENT

BTOM 271: ACCOMMODATIONS OPERATIONS MANAGEMENT

STREAMS: BTOM (Y2S2)

TIME: 2 HOURS

DAY/DATE: TUESDAY 18/4/2023

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

Answer all questions in section A and any other two in section B

Do not write anything on this question paper.

SECTION A (30 MARKS)

1. The accommodation offered in the Kenyan hospitality sector varies. Support this statement with relevant illustrations. (6 marks)
2. Distinguish between the major categories of housekeeping equipment required for accommodation operations. (6 marks)
3. Explain any four elements of interior décor in accommodation facilities. (6 marks)
4. Briefly explain six important factors in purchasing cleaning materials for housekeeping operations. (6 marks)
5. Describe the term 'turning down' as applied in high-end accommodation facilities. (6 marks)

SECTION B (40 MARKS)

6. a) Examine the basic facilities and services that should be offered in a standard hotel guestroom. (12 marks)
- b) Provision of accommodation in hotels is a collective responsibility between the housekeeping and other hotel departments. Support this statement by giving

illustrations of the other four hotel departments. (8 marks)

7. a) Justify six important functions of a housekeeping team in a tented-camping facility.

(12 marks)

- b) Describe the dry cleaning process for linen in a hotel laundry facility. (8 marks)

8. a) As a housekeeper in a tented camping facility, propose using relevant illustrations how you would develop a safety policy for the facility. (10 marks)

- b) Prioritize some major security challenges facing accommodation facilities in Kenya today and possible mitigation measure. (10 marks)

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