



# MACHAKOS UNIVERSITY

University Examinations 2020/2021 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHT 319: ACCOMMODATION OPERATIONS

DATE: 29/3/2021

TIME: 8.30-10.30 AM

---

## INSTRUCTIONS

This paper consists of TWO sections A and B

Answer All Questions in Section A and Any Two in Section B

### SECTION A: COMPULSORY - (30 MARKS)

#### QUESTION ONE (30 MARKS)

- a) Highlight **five** housekeeper's work in accommodation establishment. (5 marks)
- b) Outline **five** problems which the maid may encounter in the course of Work in accommodation establishment. (5 marks)
- c) Mention **five** rules to be observed by GRA when working on a guest floor. (5 marks)
- d) Explain **five** points to be considered while choosing a detergent. (5 marks)
- e) Differentiate between safety and security as applied in housekeeping department. (2 marks)
- f) Outline **3** importance of safety and security in accommodation establishment. (3 marks)
- g) Highlight **five** safety rule measures applied in the housekeeping department. (5 marks)

### SECTION B: ANSWER ANY OTHER TWO QUESTIONS (40 MARKS)

#### QUESTION TWO (20 MARKS)

- a) Discuss five safety hazard and causes of personal injury which may occur in the accommodation establishment. (10 marks)

- b) Explain any **five** practices which help eliminate accidental injuries and Prevent fires in housekeeping department. (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Define the following terms as applied in housekeeping department.
- i. Cleaning
  - ii. Dirt
  - iii. Dust
  - iv. Daily cleaning
  - v. Weekly cleaning
  - vi. Special/periodic cleaning (6 marks)
- b) Explain any **five** principles of cleaning in accommodation establishment. (10 marks)
- c) Outline **four** areas that are overlooked during cleaning. (4 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain any **five** guidelines to be followed by GRA when servicing a guestroom. (10 marks)
- b) The following are some of the cleaning methods employed by GRA during the cleaning process; Dry dusting and damp dusting.
- (i) Define the above cleaning methods. (2 marks)
  - (ii) Outline the equipment and materials needed. (5 marks)
  - (iii) Explain the method of operation applied on a painted wall. (3 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain the **three** category of room status classification in hotel, housekeeping department. (6 marks)
- b) Explain any **seven** room status codes as applied in Housekeeping Department in the Hospitality and Tourism Industry. (14 marks)