



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHT 319-3: ACCOMMODATION OPERATIONS

DATE:

TIME:

INSTRUCTIONS: Answer Question **One** (Compulsory) and any other **Two** questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the following terms as applied in housekeeping department.
- (i) Cleaning
 - (ii) Dirt
 - (iii) Dust (6 marks)
 - (iv) Daily cleaning
 - (v) Weekly cleaning
 - (vi) Special/periodic cleaning
- b) Explain any **five** guidelines to be followed by GRA when servicing a guestroom. (10 marks)
- c) The following are some of the cleaning methods employed by GRA during the cleaning process.
- (a). Dry dusting.
 - i. Define the cleaning method. (1 mark)
 - ii. Outline the equipment and materials needed. (2 marks)
 - (b). Damp dusting.
 - (i) Define the above cleaning methods. (1 marks)
 - (ii) Outline the equipment and materials needed. (4 marks)
- c) Outline any **SIX** areas that are overlooked during cleaning. (6 marks)

QUESTION TWO (20 MARKS)

- a) Explain any **five** safety measures to be taken by room steward/maid during operations in housekeeping department. (10 marks)
- b) Outline any **five** safety hazard and causes of personal injury which may occur in the accommodation establishment. (5 marks)
- c) Highlight any **five** practices which help eliminate accidental injuries and Prevent fires in housekeeping department. (5 marks)

QUESTION THREE (20 MARKS)

Explain in point form the removal of a blood stain on a painted wall.

QUESTION FOUR (20 MARKS)

- a) Explain any **five** principles of cleaning in accommodation establishment. (10 marks)
- b) Explain any **five** safety measures to be taken by room steward/maid during operations in housekeeping department. (10 marks)

QUESTION FIVE (20 MARKS)

- a) State **eleven** points to consider when Mopping a floor (11 marks)
- b) Explain three types of cleaning systems in accommodation operations. (3 marks)
- c) Highlight advantage and disadvantage of each type of cleaning systems (6 marks)