



# MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

ACCOMMODATION OPERATIONS II

DATE:

TIME:

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## INSTRUCTIONS

Answer Question One and Any Other Two Questions

### QUESTION ONE (30 MARKS)

- a) State 5 characteristics of hard floor finishes. (5 marks)
- b) Outline the importance of cleaning carpets. (5 marks)
- c) List 5 suitable areas where Terrazzo flooring may be used. (5 marks)
- d) Identify 5 sanitary fitments that can be found in a luxurious hotel guest room. (5 marks)
- e) List any 5 main types of wallpaper. (5 marks)
- f) Outline 5 causes of accidents in a residential area. (5 marks)

### QUESTION TWO (20 MARKS)

- a) Define the word sub-floor. (3 marks)
- b) As an executive housekeeper in management advise on the selection of floor coverings for their new hotel facility. (10 marks)
- c) Explain the advantages of carpets to a new member of staff. (7 marks)

**QUESTION THREE (20 MARKS)**

- a) Describe the care & cleaning of painted surfaces. (10 marks)
- b) Explain any 2 types of wall coverings. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain the 3 main types of maintenance practiced in the hospitality industry. (10 marks)
- b) Outline the annual/periodic maintenance that can be done in a guest room. (10 marks)