



**MACHAKOS UNIVERSITY**  
University Examinations for 2018/2019 Academic Year  
**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**  
**DEPARTMENT OF HOSPITALITY MANAGEMENT**  
**THIRD YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR**  
**BACHELOR OF HOSPITALITY MANAGEMENT**  
**BHT 319-3: ACCOMMODATION OPEARTIONS**

**DATE:**

**TIME:**

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**INSTRUCTIONS:**

**Section A: Answer All Questions in this Section**

1. 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 **three** 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 TWO QUESTIONS. (40 MARKS)**

2. 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)
3. 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
- b) Explain any **five** principles of cleaning in accommodation establishment. (10 marks)
- c) Outline **four** areas that are overlooked during cleaning. (4 marks)
4. 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 dump 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. (2 marks)
5. Explain in point form the removal of a blood stain on a painted wall.
- Requirements (6 marks)
- Tasks / Actions (6 marks)
- Remarks / Reasons (8 marks)

