



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA

IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 018: ACCOMODATION OPERATION II

DATE: 14/12/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

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

SECTION A: (COMPULSORY) (30 MARKS)

- 1 a) Define the following terms as used in housekeeping department:
 - i. Housekeeping
 - ii. Accommodation
 - iii. Accommodation operations. (3 marks)
- b) Outline at least **five** roles of housekeeping department. (5 marks)
- c) Explain at least **six** functions of Housekeeping Department. (12 marks)
- d) List **four** importance of housekeeping in the changing lifestyles of Kenyans. (4 marks)
- e) Explain **three** importance of safety and security in accommodation establishment. (6 marks)

SECTION B: ANSWER ANY TWO QUESTIONS

2. a) Explain **five** rules to be observed by GRA when working on a guest floor. (10 marks)
- b) Outline **five** housekeeper`s work in an establishment. (10 marks)
3. a) Explain **five** aims of housekeeper in accommodation establishment. (10 marks)
- b) Outline **five** duties of Guest Room Attendant in a in Hospitality and Tourism Industry. (5 marks)
- c) Identify at least **five** problems that GRA need to report promptly to the housekeeper. (5 marks)
4. a) Explain **six** problems which the maid may encounter in the course of work in an establishment. (6 marks)
- b) Identify **four** cleaning agents in an establishment. (4 marks)
- c) Explain **five** points to consider when buying cleaning agents. (10 marks)
5. a) Explain any **five** safety measures to be taken by room steward/maid during operations in housekeeping department. (10 marks)
- b) Explain any **five** safety hazard and causes of personal may occur in the accommodation establishment. (10 marks)