



# **MACHAKOS UNIVERSITY**

**University Examinations 2018/2019**

**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

**DEPARTMENT OF HOSPITALITY MANAGEMENT**

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR  
DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**

**DHTM 030: ACCOMMODATION MANAGEMENT III**

**DATE: 15/4/2019**

**TIME: 8.30-10.30 AM**

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## **INSTRUCTIONS**

**Answer Question One and Any Other Two Questions**

### **QUESTION ONE (30 MARKS) (COMPULSORY)**

- a) Define the following terms;
  - i. Housekeeping
  - ii. Checklist
  - iii. Schedule
  - iv. Duty Rota (8 marks)
- b) List four annual activities done during spring cleaning (2 marks)
- c) Explain two important housekeeping attributes that a Guest Room Attendant should possess in order to work efficiently (4 marks)
- d) Describe the role of the Desk Control Supervisor in the accommodation department (5 marks)
- e) Outline the cleaning procedure of a chest of drawers in a guest room (6 marks)
- f) Identify five ways of preventing electrocution from live electric wires and improper maintenance and poor use of equipment (5 marks)

### **QUESTION TWO (20 MARKS)**

- a) As an executive housekeeper of African Village Resort, you have been requested by management to develop a cleaning checklist for the following areas of concern;
  - i. Personal protective equipment (5 marks)
  - ii. Guest Bathroom (5 marks)
- b) A well-groomed personality projects a good image and speaks well of hygiene of the entire hotel. With reference to this statement articulate any five personal grooming attributes of the housekeeping staff. (10 marks)

### **QUESTION THREE (20 MARKS)**

- a) Explain the scope of accommodation department (10 marks)
- b) Describe the general procedure for weekly cleaning (10 marks)

### **QUESTION FOUR (20 MARKS)**

- a) As a Floor Supervisor you have been tasked to demonstrate the following to a trainee
  - i. Turn down procedure (5 marks)
  - ii. Cleaning a TV set (5 marks)
- b) Explain points to note when cleaning sanitary areas (10 marks)

### **QUESTION FIVE (20 MARKS)**

- (a) Explain the role of the accommodation department in ensuring security of both guests and staff as well as property (10 marks)
- (b) Identify ten improper work habits that may lead to physical injuries during work (10 marks)