



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

**SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY &
TOURISM MANAGEMENT**

DHTM018: ACCOMMODATION OPERATIONS II

DATE: 8/8/2016

TIME: 11:00 – 1:00 PM

INSTRUCTIONS.

Answer ALL questions in section A and any TWO in section B

SECTION A : COMPULSORY

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 any 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 rules measures applied in the housekeeping department (5 marks)

SECTION B: CHOOSE ANY TWO

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) Dust
 - (iii) Dirt
 - (iv) Daily cleaning
 - (v) Weekly cleaning
 - (vi) Special/periodic cleaning (6 marks)
 - 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 its cleaning process; Dry dusting and damp 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 (3 marks)

5. Explain in point form the removal of a blood stain on a painted wall (20 marks)