



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

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

DHTM 018: ACCOMMODATION OPERATIONS II

DATE: 31/5/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION (A) COMPULSORY (30 MARKS)

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)

SECTION B: ANSWER ANY OTHER TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Define the word sub-floor. (3 marks)
- b) As new executive housekeeper in Gilian Hotel, advise management 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)

QUESTION FIVE (20 MARKS)

- a) Explain the role the following under the 1974 Health and Safety Act.
 - i) Employee
 - ii) Employer (10 marks)
- b) Explain the procedure of reporting accidents in a hotel. (10 marks)