



MACHAKOS UNIVERSITY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN

HOSPITALITY AND TOURISM MANAGEMENT

DHTM 013: ACCOMMODATION OPERATIONS II

DATE: 15/4/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Explain how the following factors can affect the choice of floors and floor coverings.
 - i. Durability (5 marks)
 - ii. Appearance (5 marks)
- b) List 5 materials used in the weaving of mats and matting. (5 marks)
- c) Give any five practices that promote safety in the housekeeping department. (5 marks)
- d) List 5 suitable areas where wooden flooring may be used in the hotel. (5 marks)
- e) Identify any 5 main types of wall coverings. (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain the following types of floors;
 - i. Granolithic floor. (5 marks)
 - ii. Magnesite floor. (5 marks)
- b) Explain the disadvantages of carpets to a new member of staff. (3 marks)
- c) You have been tasked to induct a new room steward in the housekeeping department. Explain to him/her on how to care and clean painted walls. (7 marks)

QUESTION THREE (20 MARKS)

- a) Explain the causes of the following accidents.
 - i. Falls (5 marks)
 - ii. Cuts & abrasions (5 marks)
- b) Differentiate between daily cleaning and periodic cleaning. (4 marks)
- c) A new member of staff has just been injured in the cause of duty, explain how you would report the accident to the management of the hotel. (6 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the following types of maintenance practiced in the hospitality industry.
 - i. Planned maintenance (5 marks)
 - ii. Emergency maintenance. (5 marks)
- b) Outline the care and choice of the following sanitary fitments.
 - i. Wash hand basins (4 marks)
 - ii. Urinals (3 marks)
 - iii. Bidets (3 marks)

QUESTION FIVE (20 MARKS)

Explain the 1974 Health and Safety Act at Work, stating the role of each stakeholder