



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

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

DHTM 030: ACCOMODATION OPERATION III

DATE: 14/12/2017

TIME: 11:00 – 1:00 PM

INSTRUCTIONS

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

SECTION A: COMPULSORY. (30 MARKS)

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 **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 rule measures applied in the housekeeping department. (5 marks)

SECTION B: ANSWER ANY TWO QUESTIONS. (40 MARKS)

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 Dirt
 - iii Dust
 - iv Daily cleaning
 - v Weekly cleaning
 - vi Special/periodic cleaning
- 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 the 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. (2 marks)
5. Explain in point form the removal of a blood stain on a painted wall.
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| Requirements | (6 marks) |
| Tasks / Actions | (6 marks) |
| Remarks / Reasons | (8 marks) |