



MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

DIRECTORATE OF TVET

SECOND YEAR FIRST TERM EXAMINATION FOR
DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
ACCOMMODATION OPERATIONS MANAGEMENT I (THEORY)

DATE: 27/7/2022

TIME: 11:30 – 2:30 PM

INSTRUCTIONS

SECTION A

INSTRUCTIONS: ATTEMPT ALL QUESTIONS IN THIS SECTION.(40 MARKS)

1.
 - a) State the scope of accommodation department. (5 marks)
 - b). State the importance of accommodation services in catering establishment.(3 marks)
 - c) Briefly give the contents of the supervision plan of work. (6 marks)
 - d) State the importance of duty rotas in the accommodation rotas in accommodation services. (5 marks)
 - e) Give the importance of report writing during supervision. (3 marks)
 - f) Identify two ways of protecting woolens from moths. (2 marks)
 - g) Identify two methods of stiffening fabrics permanently. (2 marks)
 - h) Briefly state five methods of applying marks on articles during laundry. (5 marks)
 - i) State five reasons why washing machines should never be overloaded. (5 marks)
 - j) The quality of finish achieved when laundering an article depends on four factors; Identify these factors. (4 marks)

SECTION B-ATTEMPT ANY THREE QUESTIONS (60 MARKS)

2.
 - a) Explain the importance of maintaining cleaning standards in a catering and accommodation establishment. (10 marks)
 - b) Describe any five standards of cleanliness used in accommodation by supervisors. (10 marks)

3. a) Explain the following types of fabric finishes.
- i. Calendering. (5 marks)
 - ii. Embossed finishes. (5 marks)
 - iii. Mercerization. (5 marks)
 - iv. Schreinerling. (5 marks)
4. Describe the following laundry processes.
- a) Classification. (5 marks)
 - b) Hydro-Extraction. (5 marks)
 - c) Rinsing. (5 marks)
 - d) Finishing (5 marks)
5. a) Explain the following.
- i. Fixed Rota. (2 marks)
 - ii. Rotating Rota (2 marks)
 - iii. Work-Schedule. (2 marks)
- b) Prepare a work schedule for a laundry supervisor working on 8- hours night shift. (14 marks)