



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

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

DHTM 030: ACCOMMODATION MANAGEMENT III

DATE: 15/4/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS) (COMPULSORY)

- a) Define the following terms;
 - i. Housekeeping
 - ii. Checklist
 - iii. Schedule
 - iv. Duty Rota (8 marks)
- b) List four annual activities done during spring cleaning (2 marks)
- c) Explain two important housekeeping attributes that a Guest Room Attendant should possess in order to work efficiently (4 marks)
- d) Describe the role of the Desk Control Supervisor in the accommodation department (5 marks)
- e) Outline the cleaning procedure of a chest of drawers in a guest room (6 marks)
- f) Identify five ways of preventing electrocution from live electric wires and improper maintenance and poor use of equipment (5 marks)

QUESTION TWO (20 MARKS)

- a) As an executive housekeeper of African Village Resort, you have been requested by management to develop a cleaning checklist for the following areas of concern;
- i. Personal protective equipment (5 marks)
 - ii. Guest Bathroom (5 marks)
- b) A well-groomed personality projects a good image and speaks well of hygiene of the entire hotel. With reference to this statement articulate any five personal grooming attributes of the housekeeping staff. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain the scope of accommodation department (10 marks)
- b) Describe the general procedure for weekly cleaning (10 marks)

QUESTION FOUR (20 MARKS)

- a) As a Floor Supervisor you have been tasked to demonstrate the following to a trainee
- i. Turn down procedure (5 marks)
 - ii. Cleaning a TV set (5 marks)
- b) Explain points to note when cleaning sanitary areas (10 marks)

QUESTION FIVE (20 MARKS)

- (a) Explain the role of the accommodation department in ensuring security of both guests and staff as well as property (10 marks)
- (b) Identify ten improper work habits that may lead to physical injuries during work (10 marks)