



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

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

DHTM 018: CUSTOMER SERVICE

DATE: 5/6/2017

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION A: ATTEMPT ALL QUESTIONS

1. a) Define the term customer care (2 marks)
- b) State FIVE professional qualities in customer service (5 marks)
- c) Highlight SIX benefits of customer centered organization (6 marks)
- d) Highlight SIX ways of creating positive impression to customers (6 marks)
- e) State SEVEN factors that create a negative impression to customers (7 marks)
- f) State FOUR reasons for developing long term relationship with customers. (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS (40 MARKS)

2. a) Explain FIVE ways of building rapport with clients (10 marks)
- b) State TEN benefits of active listening (10 marks)
3. a) Identify FIVE circumstances when to use active listening and the circumstances not to use active listening (10 marks)

- b) Explain FIVE techniques for active listening (10 marks)
- 4. a) Describe TEN steps to defuse angry customers (10 marks)
- b) Explain FIVE ways on how to handle stressful situations in customer service. (10 marks)
- 5. a) Being telephone friendly is one of the least expensive and cost effective ways to deliver better customer service. Explain the procedure for answering a telephone and give examples (10 marks)
- b) Explain five causes of conflicts in an organisation (10 marks)



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DHTM 017: LAUNDRY OPERATIONS

DATE: 30/50/2017

TIME:11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION A: ATTEMPT ALL QUESTIONS

1.
 - a) Highlight FIVE undesirable properties of wool (5 marks)
 - b) Identify FOUR properties of good laundry soap (4 marks)
 - c) State FOUR reasons for laundering clothes (4 marks)
 - d) State THREE disadvantages of permanent hardness of water (3 marks)
 - e) State any FIVE principles of stain removal (5 marks)
 - f) Define the following types of soaps as available in the market
 - i. Hard soap
 - ii. Soap powder
 - iii. Toilet soap (6 marks)

SECTION B ANSWER ANY TWO QUESTIONS (40 MARKS)

2.
 - a) Explain the action of detergent as a cleansing agent (12 marks)
 - b) Explain the procedure for handling the following stains
 - i) Beetroot stain (2 marks)

- ii) Oil/grease/fat stain (2 marks)
 - iii) Blood/egg/milk stain (2 marks)
 - iv) Laundry blue stain (2 marks)
3. a) Outline THREE points to look for when choosing each of the following laundry equipment
- (i) Clothes line
 - (ii) Sinks
 - (iii) washing machine (9 marks)
- b) Name and explain FOUR special treatments done on garments before drying (8 marks)
- c) State THREE reasons why it is important to check and empty pockets before washing garments. (3 marks)
4. a) Identify the following laundry symbols (5 marks)
- b) Describe the classification of fibre through illustrations (5 marks)
- c) Explain the laundry process (10 marks)
5. a) Define the term detergent (1 mark)
- b) Outline FIVE advantages of using soaps (5 marks)
- c) Describe the substances added to soap and soapless detergents (8 marks)
- d) Explain points to consider when choosing storage facilities for clothes and household linen (6 marks)