



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 030: ACCOMMODATION MANAGEMENT III

DATE: 2/12/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) name three categories of assets of a hospitality business (3 marks)
- b) Define the following terms (6 marks)
 - i. Check List
 - ii. laundry
 - iii. sewing room
- c) State five duties of a linen room supervisor (5 marks)
- d) Describe four points of a housekeeping staff should do to maintain high standards of cleanliness at all times (4 marks)
- e) Mention seven daily cleaning activities carried out during cleaning (7 marks)
- f) Giving the equipment's that are required, describe how to clean a telephone (5 marks)

QUESTION TWO (20 MARKS)

- a) Discuss five ways in which the housekeeping department can ensure safety and security of both guests and staff as well as property (10 marks)

- b) Describe five personal grooming requirements of housekeeping staff (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss five housekeeping attributes (10 marks)
b) Draw a sample housekeeping checklist for guest bedrooms (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain five duties and responsibilities of an executive housekeeper (10 marks)
b) Describe the procedure for cleaning a wardrobe (10 marks)

QUESTION FIVE (20 MARKS)

- a) Elaborate on the turn down procedure (15 marks)
b) Explain five duties of a linen room attendant (5 marks)