



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

**SECOND SEMESTER EXAMINATION FOR THE DIPLOMA IN HOSPITALITY
MANAGEMENT**

HIM 030: ACCOMMODATION MANAGEMENT

DATE: Wednesday 28th March, 2012

TIME: 2.00 – 4.00 p.m.

INSTRUCTIONS

This paper is composed of two sections; SECTION A and B.

SECTION A IS COMPULSORY

Answer any TWO (2) Questions from SECTION B

Start each Question on a new page.

SECTION A: (COMPULSORY) (20 MARKS)

Q.1) Explain the following terms:

- (a) Work specification
- (b) Master key
- (c) Induction training
- (d) Room status report
- (e) Prestige standard of cleanliness (10 mark)

Q.2) An accommodation manager is a senior member of management in a hospitality organization.

- (a) Discuss ten (10) responsibilities of an accommodation manager in a \ four star note. (10 marks)

SECTION B

Answer any TWO Questions from this Section.

- Q.3) (a) Identify ten (10) common pests which may infect sectors of hospitality industry. (10 marks)
- (b) How would you recognize evidence of pests' presence in the building and (05 marks)
- (c) What steps would you take to eliminate each pest. (05 marks)
- Q.4) As a housekeeping manager prepare the following documents for your staff.
- (a) Job procedure; making a guest's bed.
- (b) Job procedure; cleaning a toilet.
- Q.5) Illustrate and discuss the following housekeeping documents:-
- (a) A fixed duty rota (10 marks)
- (b) A room inspection check list. (10 marks)
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