



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2008/2009

**FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
SCIENCE (HOSPITALITY & TOURISM MANAGEMENT)
HTM 101: ACCOMMODATION MANAGEMENT 1**

DATE: Thursday 27th November 2008

TIME: 11.00 a.m. - 1.00 p.m.

INSTRUCTIONS:

This Question paper consists of 2 sections: A and B. Answer ALL questions in Section A and only ONE Question in Section B.

SECTION A (50 marks)

Answer **ALL** the questions in this section

Q.1 Define the following terms:

- i) Dirt (2 marks)
- ii) Dust (2 marks)
- iii) Soil (2 marks)

Q.2 Discuss any four (4) main responsibilities of an Accommodation Manager in a 3 star hotel. (8 marks)

Q.3 Discuss briefly any four (4) points to be considered when choosing a particular method of cleaning. (8 marks)

Q.4 Suppose the number of minor accidents has arisen in the last 6 months in your hotel. Name and briefly explain any five (5) investigations you would carry out to prevent further accidents. (10 marks)

Q.5 Mention any three (3) requirements of:

- a) A. detergent (3 marks)
- b) A seal (3marks)
- c) A polish/wax (3marks)

Q.6 Discuss the importance of a cleaning check list to a floor supervisor. (10marks)

SECTION B: (20 marks)

Answer only **ONE** question in this Section.

- 7. You have been appointed the Accommodations Manager in a Five Star Hotel. Discuss the factors to consider when scheduling the house keeping staff. (20 marks)
- 8. Mechanical cleaning equipment is one of the modern aids to cleaning. As a house keeping supervisor, how would you ensure that the equipment is properly used and maintained to achieve total efficiency in operation? (20 marks)

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