



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

**SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)
HTM 210/HOM 201: ACCOMMODATION MANAGEMENT**

DATE: Monday, 2nd April, 2012

TIME: 2.00 p.m. – 4.00 p.m.

INSTRUCTIONS:

The paper consists of **TWO** sections. Section **ONE** is Compulsory. Answer **TWO** question in Section **TWO**.

SECTION ONE – COMPULSORY

Answer **ALL** questions in this section.

1. Explain the importance of housekeeping (2 marks)
2. State the type of communication that takes place between the housekeeper and the following departments:
 - a) Maintenance
 - b) Stores
 - c) Human resource(6 marks)
3. Explain any **Three** methods used to recruit housekeeping staff (6 marks)
4. Describe the procedure of scrubbing a terrazzo floor using a powder detergent (6 marks)

SECTION TWO

Answer any **Two** questions in this section.

5.
 - a) State **Five** characteristics of a good detergent. (5 marks)
 - b) Discuss how security in guest rooms can be enhanced for the safety of both the cleaning staff and guest (15 marks)
6.
 - a) Explain how a duty rota can be used to control housekeeping staff. (5 marks)
 - b) When organizing for periodic cleaning tasks, the housekeeper may outsource the service. Discuss. (10 marks)
7.
 - a) State **Five** reasons why hotels find it difficult to dry clean guest articles on the premises. (5 marks)
 - b) A hotel manager has sought your advice on whether to buy or hire linen for his establishment. Discuss. (10 marks)