

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**SECOND YEAR EXAMINATION FOR THE AWARD OF
DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT**

DHTM 0235: ACCOMMODATION OPERATION MANAGEMENT

STREAMS: DTHM (Y2S2)

TIME: 2 HOURS

DAY/DATE: MONDAY 15/12/2014

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

ANSWER ALL QUESTIONS IN SECTION A AND ANY OTHER TWO IN SECTION B

SECTION A – COMPULSORY [30 MARKS]

1. Define housekeeping [2 marks]
2. List four security concerns in housekeeping [4 marks]
3. Highlight the role of water in cleaning [5 marks]
4. Name four types of carpets [4 marks]
5. Name five items to be found in a store stock record [5 marks]
6. Briefly describe facilities in housekeeping department [5 marks]
7. Outline five housekeeping broad areas of responsibility [5 marks]

SECTION B: ANSWER ANY TWO QUESTIONS [40 MARKS]

8. Discuss the general principles that can be applied to all cleaning [20 marks]
 9. Discuss the objectives of a facility planner when planning for a housekeeping department [20 marks]
 10. Clearly explain the measures to be taken in housekeeping in order to minimize on guest theft [20 marks]
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