

2819/104
ACCOMMODATION OPERATIONS
THEORY
June/July 2016
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
TECHNICAL INDUSTRIAL VOCATIONAL AND ENTREPRENEURSHIP
TRAINING
DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE I

ACCOMMODATION OPERATIONS THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO Sections; A and B.

Answer ALL the questions in section A.

Answer THREE questions from section B.

Question 3 and 4 are COMPULSORY.

Answers to the questions must be written in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: CATERING, ACCOMMODATION PREMISES AND HOME NURSING
(30 marks)

Answer ALL the questions in this section.

1. (a) State **four** factors which influence the layout of a catering and accommodation premise. (4 marks)
- (b) State **five** qualities of glass which makes it popular as a building material. (5 marks)
- (c) Explain **three** factors to consider in choice of furniture for a building. (6 marks)
2. (a) Highlight **three** physiological needs of a patient. (3 marks)
- (b) Explain the following terms:
 - (i) nursing; (2 marks)
 - (ii) draw sheet. (2 marks)
- (c) Explain the procedure of bed making for a bed-ridden patient. (8 marks)

SECTION B: HOUSEKEEPING, LAUNDRY AND FRONT OFFICE (70 marks)

Answer THREE questions from this section. Questions 3 and 4 are compulsory.

3. (a) State **three** uses of starch in laundry. (3 marks)
- (b) Highlight **three** general rules of stain removal. (3 marks)
- (c) Explain **three** factors to consider in choice of fabric for bed linen. (6 marks)
- (d) Differentiate between the following textile terms:
 - (i) yarn and fibre; (4 marks)
 - (ii) weaving and knitting. (4 marks)
4. (a) State **four** advantages of the electronic filling system. (4 marks)
- (b) Explain **four** basic information a receptionist should ascertain before request for accommodation is accepted. (8 marks)
- (c) Explain **four** types of written correspondence handled at the front office. (8 marks)

5. (a) State **five** basic etiquettes that should be observed by the housekeeping staff. (5 marks)
- (b) Many injuries are caused by poor work habits. Highlight **five** tips that can correct this. (5 marks)
- (c) State **four** disadvantages of thermoplastic floors. (4 marks)
- (d) Explain **three** classes of fire common in hotels. (6 marks)
- (e) Explain **five** factors to consider in choice of cleaning agents. (10 marks)
6. (a) Throw cushions are common in house keeping premises. Highlight **five** points in their care. (5 marks)
- (b) State **five** points on the importance of cleaning public areas. (5 marks)
- (c) State **five** disadvantages of carpets as a floor finish. (5 marks)
- (d) Differentiate between the following house keeping terms:
- (i) dry dusting and damp dusting; (3 marks)
- (ii) brushing and vacuuming; (3 marks)
- (iii) sweeping and mopping; (3 marks)
- (iv) polishing and buffing; (3 marks)
- (v) daily cleaning and weekly cleaning. (3 marks)

THIS IS THE LAST PRINTED PAGE.