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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1626: ACCOMODATION OPERATIONS MANAGEMENT II

Date: 15th April 2024

Time: 11.30am-1.30pm

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Highlight any five materials used for sanitary fittings and fitments in hotels (5 marks)
- As a student who has learnt on the proper planning trends in hotels, explain any five factors that one should consider when planning a hotel building to reduce noise (5 marks)
- State any five reasons why you would select to use paint over plastics as a wall covering (5 marks)
- Briefly explain any three sustainability practices that can be employed in the accommodations department of a five-star hotel (6 marks)
- Staff training is an important aspect in every hotel. As a manager of hotel KWUST, outline any four reasons that would warrant a refresher training of your housekeeping staff (4 marks)
Linen is very important in the hotel set up, as a hospitality student, what are the benefits of linen hire compared to purchasing (5 marks)

QUESTION TWO(20 MARKS)

- Highlight any six responsibilities of a housekeeper which enhance safety in a hotel (6 marks)
- Explain any four key features of a good detergent (8 marks)
- State any six preparation activities that take place before cleaning a room (6 marks)

QUESTION THREE(20 MARKS)

- Explain any four general factors to consider when selecting laundry tools and equipment (8 marks)
- Briefly describe the dry-cleaning process (8 marks)
- Outline any two differences between animal fibers and plant fibers (4 marks)

QUESTION FOUR(20 MARKS)

- Most hotel's revenues are from sales of food, beverages and accommodation service. Describe any five additional activities that a hotel may provide to guests to generate additional income in the hotel (10 marks)
- Outline any five advantage of using carpets in the hospitality sector (5 marks)
- As a future lecturer, briefly describe any five room status' found in the hotel sector (5 marks)

QUESTION FIVE(20 MARKS)

- Following a class in stain management, you have been hired as a laundry manager at a hotel and the following stains have been brought to you. Describe how you would remove them:
 - Old blood (2 marks)
 - Lipstick (2 marks)
 - Vomit (2 marks)
 - Ink (2 marks)
 - Protein stains (2 marks)
- Outline any five emerging trends in accommodation sector (10 marks)