



Kasarani Campus  
Off Thika Road  
P. O. Box 49274, 00101  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT**  
**DHM 1620: ACCOMODATION MANAGEMENT I**

Date: 8<sup>th</sup> December 2023

Time: 11.30am - 1.30pm

**INSTRUCTIONS TO CANDIDATES:**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

*Use the paragraph below to answer question 1.*

You have been given a job as an executive housekeeper at the prestigious Grand Plaza Hotel, a luxurious 5-star hotel located in the heart of the city. It boasts 300 guest rooms, including suites, multiple restaurants, a spa, and conference facilities. The hotel is known for its impeccable service and attention to detail.

- a) Apart from hotels, identify and briefly describe any other **five** different types of hospitality establishments. (5 marks)
- b) As a housekeeper, identify any **five** objectives or aims that you will have when working in the hotel. (5 marks)
- c) Identify any **two** duties of each of the following housekeeping staff: (10 marks)
  - i) Bell boy
  - ii) House porters
  - iii) Night auditor
  - iv) Valets
  - v) Public areas attendants
- d) You have been appointed as the fire marshal in your hotel. A new team of employees just started their work at the hotel and needs to be trained on fire practices. Briefly explain to them the steps that one should take in the event of a fire (5 marks)
- e) As a housekeeper, effective management is important in the efficient running of the department. Identify any **five** positive effects of effective management in the department (5 marks)

**QUESTION TWO (20 MARKS)**

- a) Imagine you are the housekeeper at hotel KWUST, a guest has reached out with regards to a large booking and they need to know the available rooms' status before they can confirm their bookings. Explain the meaning of any **five** room status that may be applicable in the hotel. (5 marks)
- b) Outline any **five** hospitality departments that work hand in hand with the accommodation department (5 marks)
- c) Identify the order of work in cleaning of an occupied room (10 marks)

**QUESTION THREE (20 MARKS)**

- a) As a room steward, there are many problems that one may encounter. Identify any **five** problems that you would encounter in the course of doing your work (5 marks)
- b) You are the operations manager at a mid-sized hotel, and you're considering whether to engage a cleaning company on a contract basis or hire in-house cleaning staff. Using examples, discuss **five** specific advantages of entering into a cleaning contract with an external cleaning company. (10 marks)

- c) Some items have been stolen from a guest room and no one is aware of how the items were collected from the room. You have been given the duty of identifying how the thief could have gotten admittance to the room. Identify any **five** methods the thief may have used (5 marks)

**QUESTION FOUR(20 MARKS)**

- a) Using appropriate examples list down any **five** factors that can influence the standard time for a job. (5 marks)
- b) Outline any **five** benefits of staff training in the accommodation sector (5 marks)
- c) You are the human resources manager at Hotel KWUST. You need to recruit new staff members for the department. Explain any five useful sources of the information about staff (10 marks)

**QUESTION FIVE(20 MARKS)**

- a) List any three broad areas to be considered when preparing a budget (3 marks)
- b) A work study is a wk measurement tool used for the purposes of ensuring that a job is carried out effectively. Identify the steps in conducting one (7 marks)
- c) Identify any five common ailments in the hospitality industry and their causes. (10 marks)