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**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 1626: ACCOMODATION OPERATIONS MANAGEMENT II**

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)**

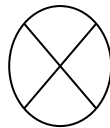
- You are the laundry attendant at Hotel Membley. List and briefly explain **three** types of cleaning equipment that you would use in conducting of your cleaning duties. (6 marks)
- As a student who just finished their Accommodation Operations class, differentiate between laundering of clothes and dry cleaning (6 marks)
- As a hotelier, there are many pests that may be found in the hotel. Identify any **five** and briefly describe a way of getting rid of each of them (5 marks)
- Outline any **five** sustainability aspects that can be employed in a hotel's accommodation department (5 marks)
- You are teaching a class on carpet laying. A student needs help coming up with the suitable methods for fixing carpets. Outline any **five** methods (5 marks)
- As a lecturer, briefly describe any **three** room status' found in the hotel sector (6 marks)

**QUESTION TWO(20 MARKS)**

- You have just purchased a dress which on inspection, you have identified that it has a stain of unknown origin. Briefly discuss the right way to treat this unknown stain to ensure the dress is wearable (8 marks)
- Outline any **three** different types of metals that can be used in the accommodation sector of a hotel and give one example of how they would be used in the department of housekeeping. (6 marks)
- Outline any six factors that you would consider when choosing the flooring for your hotel (6 marks)

**QUESTION THREE (20 MARKS)**

- The following signs are found in clothing labels on purchase to assist in laundry and dry cleaning. Briefly explain the meaning of each of the signs: (6 marks)



- Outline any **five** advantages of carpets in a hotel (4 marks)
- Discuss any **five** the characteristics of a good detergent (10 marks)

#### **QUESTION FOUR (20 MARKS)**

- a) The linen room is a place where all fabric items in the hotel are stored. As a room steward, discuss any **three** methods that you would use in linen exchange (6 marks)
- b) Outline any **four** finishes given to fabrics prior to selling them (4 marks)
- c) Discuss any **five** wall coverings giving an advantage of each (10 marks)

#### **QUESTION FIVE(20 MARKS)**

- a) There are many emerging trends that are in the hotel industry. Some of the trends are related to the accommodation sector. Discuss any **five** emerging trends in the hotel's accommodation sector ( 10 marks)
- b) Explain how the following key aspects affect the perception of a guest in a hotel:
  - Lighting (4 marks)
  - Color (3 marks)
  - Pattern (4 marks)