



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

**FIRST YEAR, SECOND SEMESTER MAIN EXAMINATIONS
FOR DIPLOMA
OF
HOSPITALITY AND INSTITUTIONAL MANAGEMENT**

COURSE CODE: DHIM 008

**COURSE TITLE: ACCOMMODATION OPERATIONS AND
MANAGEMENT**

DATE: 19TH APRIL 2022

TIME: 12.00 – 2.00 P.M.

INSTRUCTIONS TO CANDIDATES

Answer all questions in SECTION A and B

Answer two questions from section C.

MMUST observes ZERO tolerance to examination Cheating
This paper consists four printed Pages. Please Turn Over

SECTION A: Answer All Questions (10 Marks).

1. Which of these is **NOT** an area of responsibility for the executive housekeepers?
 - A. Budget writing.
 - B. Advertising.
 - C. Coordinating.
 - D. Directing.

2. _____ is responsible and accountable for the total cleanliness and aesthetic upkeep of the hotel.
 - A. Executive housekeeper.
 - B. Assistant house keeper.
 - C. Floor supervisor.
 - D. House men.

3. The acronym WC in housekeeping means;
 - A. Water closet.
 - B. Water cistern.
 - C. Waste closet.
 - D. Water connection.

4. Spring cleaning is also known as ;
 - A. Deep cleaning.
 - B. Block cleaning.
 - C. Traditional cleaning.
 - D. Team cleaning.

5. The supplies that are provided on the request of guest are _____.
 - A. Guest amenities.
 - B. Guest loan items.
 - C. Guest essentials.
 - D. Guest essentials product.

6. Articles left behind by the guest in the hotel are recorded in;
 - A. Log book.
 - B. Lost and found register.
 - C. Guest usage register.
 - D. Checklist form.

7. _____ is the process informing the task to be carried out in the beginning of the shift.
 - A. Briefing.
 - B. Debriefing.
 - C. Duty roaster making.
 - D. Refurbishing.

8. A luxurious room situated at the top floor of a hotel is;
 - A. Lonai.
 - B. Suite.
 - C. Cabana.
 - D. Pent house.

9. What practices are usually done by eco-friendly hotels;
 - A. Pest control.
 - B. Waste management.
 - C. Recycle and reuse.
 - D. All above.

10. Which is the first and foremost attribute that every housekeeping staff member should have;
 - A. Grooming and hygiene.
 - B. Good memory.
 - C. Eye for detail.
 - D. Eye contact.

SECTION B: 30 MARKS ANSWER ALL QUESTIONS

11. Outline any **SIX** attributes that are absolutely essential in housekeeping staff. (6 Marks)
12. As an Executive Housekeeper for Malaika Executive Hotel what points would you consider in selecting cleaning equipment for the property. (6 Marks)
13. Differentiate between the following;
i) Conventional cleaning and Block cleaning
ii) Linen Control Register and Guest Supplies Control Register
iii) Service Apartments and Resorts (6 Marks)
14. Outline any **SIX** housekeeping basic principles of cleaning. (6 Marks)
15. Identify **SIX** ways in which computers have helped in conducting daily housekeeping operations in the hotel efficiently and smoothly. (6 Marks)

SECTION C: 30 MARKS ANSWER TWO QUESTIONS

Question Fourteen (14) is Compulsory

16. Housekeeping operations is of importance in the hospitality. Discuss (15 Marks)
17. Housekeeping department requires the support of other departments within the hotel to ensure smooth operation of activities. Explain. (15 Marks)
18. Describe the Key components of a Cleaning Chemical Safety Program. (15 Marks)