

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

MODULE III

ACCOMMODATION OPERATIONS MANAGEMENT II THEORY

November 2017

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

- Write your name and index number in the spaces provided above.
- Answer **any FIVE questions** in the spaces provided in this question paper.
- All questions carry **equal** marks.
- Answer each question on the space provided in this question paper.
- Do **NOT** remove any pages from the question paper.
- Do **NOT** write on the margins.
- Candidates should answer the questions in English.

This paper consists of 16 printed pages. Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. **Highlight four precautions to take to prevent employee theft in the housekeeping department.**
 - Implement thorough background checks during hiring.
 - Install surveillance cameras in housekeeping areas.
 - Limit access to storerooms and valuable items.
 - Conduct regular inventory audits.
2. **Outline five work habits that would prevent falls.**
 - Keep floors clear of clutter.
 - Wear slip-resistant footwear.
 - Clean spills immediately.
 - Use handrails on stairs.
 - Maintain proper lighting in work areas.
3. **Explain the steps to take in the following circumstances:**
 - (a) **Mending:**
 - Identify the damage and assess repair options.

- Gather the necessary tools like needles and thread.
- Stitch carefully to restore the garment's structure.

(b) Staining:

- Identify the type of stain.
 - Use appropriate cleaning agents.
 - Apply cleaning techniques based on the fabric type.
- 4. Describe how to remove perspiration stains from a white cotton blouse.**
 - Soak the blouse in cold water with vinegar.
 - Apply baking soda paste to the stain.
 - Gently scrub and wash in warm soapy water.
 - 5. Outline four practices for effective inventory control of linen.**
 - Conduct regular stock audits.
 - Implement a usage tracking system.
 - Store linen in a well-organized manner.
 - Use labeled storage compartments.
 - 6. Describe five procedures a room attendant uses when entering a guest room.**
 - Knock and announce oneself.
 - Wait for the guest's response.
 - Open the door cautiously if no response.
 - Enter only after permission is confirmed.
 - Ensure the room is empty before starting work.
 - 7. State three purchase considerations when buying housekeeping equipment.**
 - Durability of the equipment.
 - Energy efficiency.
 - Ease of maintenance.
 - 8. Explain the use of abrasives in housekeeping.**
 - Abrasives are used to remove tough dirt and stains.
 - They can polish surfaces like floors and metals.
 - Abrasives help in deep cleaning tasks.
 - Care should be taken to avoid surface damage.
 - 9. State three advantages of using carpets on floors.**
 - Provides comfort underfoot.
 - Reduces noise levels.
 - Adds aesthetic appeal.
 - 10. Discuss wallpaper as a method of finishing walls.**
 - Provides a decorative element.
 - Can be easily replaced or cleaned.
 - Offers various textures and designs.
 - Enhances the room's aesthetic appeal.
 - 11. (a) Guest security is a priority in hotel management. Discuss the declination and care of master keys.**

- Master keys should be stored securely when not in use.
- Regularly audit key usage and access.
- Limit access to master keys to authorized personnel.
- Implement electronic access control systems.
- Conduct routine checks to ensure keys are accounted for.

(b) Outline five procedural measures for guest safety.

- Install security cameras in common areas.
- Train staff on emergency procedures.
- Ensure all locks are functioning properly.
- Use keycards instead of traditional keys.
- Monitor guest activities for suspicious behavior.

(c) Describe how blockage of laundry sinks can be avoided and procedures for unblocking.

- Avoid disposing of lint and large items down the drain.
- Use sink strainers to catch debris.
- Regularly clean drainpipes to prevent buildup.
- If blocked, use a plunger or snake tool to clear the blockage.
- In serious cases, seek professional plumbing assistance.

12. (a) Explain the use of the following liquid agents in housekeeping:

- (i) **Ammonia:** Removes grease and grime from surfaces.
- (ii) **Surgical spirit:** Disinfects surfaces and removes ink stains.
- (iii) **Turpentine:** Cleans oil-based paint stains.
- (iv) **Vinegar:** Acts as a natural disinfectant and deodorizer.
- (v) **Paraffin:** Cleans and polishes certain surfaces.

(b) Explain the problems which may be encountered by a room's maid in the course of her job.

- Guest complaints about incomplete cleaning.
- Difficulty in removing tough stains.
- Damage to cleaning equipment.
- Time management challenges when dealing with high occupancy.
- Managing personal fatigue during long shifts.

13. (a) Describe the following types of cloth:

- (i) **Satin:** A smooth, shiny fabric often used for luxury bedding.
- (ii) **Velvet:** A soft, plush fabric with a distinctive texture, often used in upholstery.
- (iii) **Linen:** A durable, breathable fabric commonly used for tablecloths and bed linens.
- (iv) **Calico:** A plain-woven fabric made from unbleached cotton, often used for casual clothing and home furnishings.

(b) State four reasons for cleaning.

- Prevent the spread of diseases.
- Improve the appearance of the premises.
- Prolong the lifespan of materials.
- Ensure safety by removing hazards like spills.

(c) Explain four factors to be considered when choosing a cleaning method.

- Type of surface to be cleaned.
- Nature of the dirt or stain.
- Availability of cleaning materials.
- Time constraints.

14. (a) Identify five finishing touches that make hotel housekeeping unique.

- Proper arrangement of room items.
- Towel folding into decorative shapes.
- Personalized guest notes.
- Scented air fresheners.
- Spotless mirror and glass surfaces.

(b) Outline five considerations when carrying out hospital housekeeping.

- Hygiene and infection control standards.
- Use of hospital-grade disinfectants.
- Special attention to high-contact areas.
- Waste disposal procedures.
- Ensuring a safe and sterile environment.

(c) Explain three drying conditions for housekeeping equipment.

- Adequate ventilation to avoid dampness.
- Exposure to sunlight to kill bacteria.
- Ensure thorough drying before storage to prevent mold growth.

15. (a) Highlight five points on how costs can be reduced in housekeeping departments.

- Use energy-efficient appliances.
- Recycle and reuse materials where possible.
- Bulk purchase cleaning supplies to reduce costs.
- Implement preventative maintenance to avoid equipment breakdowns.
- Train staff to use resources efficiently.

(b) Outline five considerations that make scheduling staff.

- Staff availability and shift preferences.
- Peak occupancy times and workload.

- Skill levels and specializations of staff members.
- Legal working hour regulations.
- Fair distribution of shifts among staff.

(c) Explain five reasons why discipline in housekeeping staff is important.

- Ensures adherence to safety protocols.
- Maintains consistency in service quality.
- Reduces instances of theft or negligence.
- Promotes a professional work environment.
- Enhances teamwork and cooperation among staff.