



# MASENO UNIVERSITY

## UNIVERSITY EXAMINATIONS 2012/2013

FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR  
THE DIPLOMA IN HOSPITALITY MANAGEMENT  
(CITY CAMPUS)

**SEH 0143: ACCOMMODATION OPERATIONS  
THEORY AND PRACTICAL II**

*Date: 8<sup>th</sup> August, 2013*

*Time: 9.00 – 11.00 a.m.*

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**Diploma in hospitality management  
First year, semester two examination**

**SEH 00143: Accommodation operations theory and practicals II**

**INSTRUCTIONS:**

1. This paper has **TWO** sections, A & B.
2. Answer **ALL** questions from Section A and **TWO** questions from Section B.
3. Question **SIX (6)** is Compulsory
4. Questions from section A should be answered in the spaces provided on the question paper.
5. Questions from Section B should be answered in the answer booklet provided.

**SECTION A (25 Marks)**

1. Outline two (2) special considerations in purchasing the following linen (8 Marks)
  - a) Bed sheets
  - b) Draperies
  - c) Cushion covers
  - d) Table linen

2. (a) What is stock taking? (1 Mark)

(b) Outline three (3) importance of stock taking? (3marks)

(c) Describe the procedure of linen stock taking (3 marks)

3. Discuss the activities carried out in the following stages in cleaning the guestrooms (6marks)

a) Preparing to clean

b) Final check

c) Assembling supplies

4. Briefly discuss the importance of the following documents in the house keeping department  
(a) Work schedules (1 Mark)

(b) Frequency schedule (1 Mark)

5. What brings about room discrepancies in a room status report? (2 Marks)

**SECTION B (25 Marks)**

6. Discuss some of the steps that housekeeping department can take to protect the hotel from fire (15 marks)

7. Compare and contrast the advantages and disadvantages of hiring linen (linen hire) to a hotel (10 Marks)

8. (a) What are pests?

(2 marks)

(b) Discuss in detail four (4) ways of controlling termites in a property (8 Marks)