

Name _____ Index No. _____

2819/104

Candidate's Signature _____

ACCOMMODATION OPERATIONS

THEORY

Date _____

June/July 2015

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

TECHNICAL INDUSTRIAL VOCATIONAL AND ENTREPRENEURSHIP
TRAINING

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE I

ACCOMMODATION OPERATIONS THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

This paper consists of TWO Sections; A and B.

Answer ALL the questions in section A.

Answer THREE questions from section B.

Question 3 and 4 are COMPULSORY.

Answers to the questions must be written in the spaces provided in this question paper.

Do NOT remove any pages from this booklet.

Candidates should answer the questions in English.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1	15	
	2	15	
B	3	20	
	4	20	
		30	
Total Score		100	

This paper consists of 20 printed pages.

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

SECTION A: CATERING, ACCOMMODATION PREMISES AND HOME NURSING

(30 marks)

Answer ALL the questions in this section.

1. (a) List **ten** items to include when preparing a patient's room. (5 marks)
- (b) Highlight **four** basic needs of a patient. (4 marks)
- (c) Explain the following terms:
 - (i) draw sheet; (2 marks)
 - (ii) fever; (2 marks)
 - (iii) convalescent. (2 marks)
2. (a) Explain **three** factors to consider when designing a kitchen. (6 marks)
- (b) List **four** types of fire fighting equipment. (4 marks)
- (c) Highlight **five** effects of poor waste disposal on the environment. (5 marks)

SECTION B: HOUSEKEEPING, LAUNDRY AND FRONT OFFICE (70 marks)*Answer THREE questions from this section. Questions 3 and 4 are compulsory.*

3. (a) Identify **four** advantages of drying clothes outdoors. (4 marks)
- (b) Illustrate **four** drying symbols found on a care label. (4 marks)
- (c) Explain the importance of sorting linen according to each of the following:
 - (i) degree of soiling; (2 marks)
 - (ii) colour; (2 marks)
 - (iii) type of fabric. (2 marks)
- (d) Discuss **three** factors to consider when selecting linen for use. (6 marks)

4. (a) Identify **four** symbols used at the front office to show room status. (4 marks)
- (b) Explain the following methods of filing documents:
- (i) numerical filing; (2 marks)
- (ii) chronological filing. (2 marks)
- (c) Explain the following front office terms:
- (i) check-out; (2 marks)
- (ii) reservation. (2 marks)
- (d) Outline the guest check-in procedure. (8 marks)
5. (a) State **four** care rules for a floor scrubber. (4 marks)
- (b) Explain **three** factors to consider when buying carpets. (6 marks)
- (c) Discuss **four** advantages of using wood as a material for housekeeping surfaces. (8 marks)
- (d) State **three** safety practices to observe when cleaning a leisure area. (3 marks)
- (e) Outline the procedure of cleaning a hand wash basin. (9 marks)
6. (a) State the use of each of the following agents in cleaning:
- (i) acid cleaners; (2 marks)
- (ii) alkaline cleaners; (2 marks)
- (iii) abrasives; (2 marks)
- (iv) disinfectants. (2 marks)
- (b) Differentiate between each of the following:
- (i) routine cleaning and periodic cleaning; (4 marks)
- (ii) emulsion paints and cellulosic paints. (4 marks)
- (c) Explain **four** factors which influence the choice of a floor finish. (8 marks)
- (d) Discuss **three** types of registers maintained by the housekeeping department. (6 marks)