

Name \_\_\_\_\_ Index No. \_\_\_\_\_

2819/104

ACCOMMODATION OPERATIONS  
THEORY

Oct./Nov. 2015

Time: 3 hours

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_



THE KENYA NATIONAL EXAMINATIONS COUNCIL

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 questions 3 and 4 and any other ONE question from Section B.*

*Answers to ALL 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 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.**

*Answer ALL the questions in this section in the spaces provided.*

1. (a) Identify **five** ways of controlling dry rot in a building. (5 marks)
- (b) Highlight **five** requirements of the employer under the Health and Safety at Work Act (1974). (5 marks)
- (c) Discuss **five** hygiene requirements of sanitary accommodation. (5 marks)
2. (a) Identify **three** items used to provide comfort for a bedridden patient. (3 marks)
- (b) State **four** precautions to take when cleaning a patient's room. (4 marks)
- (c) Describe **four** bed rest positions for a patient. (8 marks)

## SECTION B (70 marks)

*Answer Questions 3 and 4 and any other ONE question in this section.*

3. (a) State **four** qualities of fabric for banquetting cloths. (4 marks)
- (b) Highlight **four** advantages of dry cleaning articles. (4 marks)
- (c) Explain **four** undesirable properties of woollen articles. (8 marks)
- (d) Differentiate between viscose rayon and acetate rayon. (4 marks)
4. (a) Highlight **five** attributes of the front office personnel. (5 marks)
- (b) Outline the guest check-in procedure. (7 marks)
- (c) Discuss the role of the front office in the following:
  - (i) confidentiality of information; (4 marks)
  - (ii) protection of guest property. (4 marks)

