

ACCOMMODATION OPERATIONS THEORY.

SECTION A: (30 marks)

Answer **ALL** questions in this Section.

1. (a) Apart from fighting fire, highlight **five** other uses of water in a building. (5 marks)
- (b) Explain **three** fire prevention methods used in hotels. (6 marks)
- (c) Differentiate between planned and preventive maintenance. (4 marks)

2. (a) Mention **five** points to observe when caring for a patient with a communicable disease. (5 marks)
- (b) State **four** rules on storage of drugs. (4 marks)
- (c) Explain **three** essential features of a sick room. (6 marks)

SECTION B: (70 marks)

Answer question **THREE** and **FOUR** and any other **ONE** question in this Section.

3. (a) Describe the procedure of removing the following stains.
 - (i) solid grease on a white cotton overall. (4 marks)
 - (ii) fresh wine stain on a coloured table napkin. (4 marks)
- (b) Explain the responsibilities of the following laundry staff:
 - (i) valet.
 - (ii) linen maid. (4 marks)
- (c) Explain **four** points to consider between in house and out sourced laundry services. (8 marks)

4. (a) Highlight the steps taken when a guest with a reservation shows up and finds a full venue. (4 marks)
- (b) Outline the preparation necessary before the receptionist makes a telephone call. (6 marks)

- (c) Explain the following front office terms:
- (i) back office.
 - (ii) invoice.
 - (iii) lead time.
 - (iv) tariff.
 - (v) walk-ins. (10 marks)
5. (a) State **five** basic principles in the use of floor polishes. (5 marks)
- (b) State **six** qualities of a good cleaning detergent. (6 marks)
- (c) Highlight **five** advantages of wood as a floor finish. (5 marks)
- (d) Explain **four** points which determine the frequency of cleaning. (8 marks)
- (e) Explain the following housekeeping terms:
- (i) Surfactants.
 - (ii) Spread over.
 - (iii) In-situ. (6 marks)
6. (a) State **six** functions of a floor seal. (6 marks)
- (b) Explain the relationship between housekeeping and any **five** ancillary departments. (10 marks)
- (c) Explain the following types of colour schemes:
- (i) Analogous.
 - (ii) Monochromatic.
 - (iii) Split complimentary. (6 marks)
- (d) Distinguish the following:
- (i) Grand key and master key.
 - (ii) Block cleaning and team cleaning.
 - (iii) Disinfectants and antiseptics.
 - (iv) Furniture and furnishings. (8 marks)