

2819/104  
ACCOMMODATION OPERATIONS  
THEORY  
Oct./Nov. 2018  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

MODULE I

ACCOMMODATION OPERATIONS THEORY

3 hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of TWO Sections; A and B.*

*Answer ALL questions in section A.*

*Answer question 3 and 4 and any other ONE question from section B.*

*Answers to the questions must be written in the answer booklet provided.*

*Candidates should answer the questions in English.*

**This paper consists of 3 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 questions in this section.*

1. (a) Highlight **five** factors to consider in choice of paint for a new building. (5 marks)
- (b) Explain **three** factors which can lead to a faulty building structure. (6 marks)
- (c) Explain each of the following terms:
  - (i) glare; (2 marks)
  - (ii) damp proof course. (2 marks)
2. (a) Highlight the steps involved when changing a patient's drawsheet. (5 marks)
- (b) Outline the procedure of helping a patient into the shower. (6 marks)
- (c) Highlight **four** basic needs of a patient. (4 marks)

**SECTION B: HOUSEKEEPING, LAUNDRY AND FRONT OFFICE** (70 marks)

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

3. (a) State **five** qualities of rayon fabrics. (5 marks)
- (b) Outline the procedure of washing loose coloured garments. (9 marks)
- (c) Explain the following terms:
  - (i) fabric; (2 marks)
  - (ii) fibre; (2 marks)
  - (iii) linen. (2 marks)
4. (a) Highlight **five** common reservation problems. (5 marks)
- (b) State **five** duties of the front office staff. (5 marks)
- (c) Explain **five** departments which require reservation details. (10 marks)
5. (a) Outline the procedure of cleaning a bathroom in a guest room. (13 marks)

- (b) Explain each of the following housekeeping terms:
- (i) high dusting; (2 marks)
  - (ii) low dusting; (2 marks)
  - (iii) sweeping. *- collecting dust and dirt in one area -  
not toxic chemicals -  
work 100%* (1 mark)
- (c) Discuss six factors which determine the efficiency of a cleaning agent. (12 marks)
6. (a) Highlight six functions of the floor seal. (6 marks)
- (b) Explain five reasons for cleaning. *hygiene appearance  
safety* (10 marks)
- (c) Describe five containers used during the cleaning process. (10 marks)
- (d) Differentiate between static mops and impregnated mops. (4 marks)

THIS IS THE LAST PRINTED PAGE.