

2819/104
ACCOMMODATION OPERATIONS
THEORY
Oct./Nov. 2022
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 (COMPULSORY) and any other ONE question from section B.
Maximum marks to each part of a question are as indicated.
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) State five requirements necessary when running a catering premise. (5 marks)
- (b) Enumerate five ways of controlling household pests. (5 marks)
- (c) Identify five causes of defects in a building foundation. (5 marks)
2. (a) Highlight five responsibilities of a home nurse. (5 marks)
- (b) State five ways in which illnesses affect an individual. (5 marks)
- (c) Identify five supplies in a sickroom. (5 marks)

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

Answer question 3 and 4 (COMPULSORY) and any other ONE question from this section.

3. (a) Explain each of the following laundry terms:
 - (i) laundry; (2 marks)
 - (ii) spot cleaning; (2 marks)
 - (iii) stain. (2 marks)
- (b) Highlight four uses of fabric conditioners. (4 marks)
- (c) Describe five laundry processes that can damage woollen articles. (10 marks)
4. (a) A hotel's front office has several main responsibilities. Explain each of the following responsibilities:
 - (i) advance booking; (2 marks)
 - (ii) switch board; (2 marks)
 - (iii) reception; (2 marks)

- (iv) billing cashiers. (2 marks)
- (b) The main internal threats to a guest is fire. Examine six safety measures a hotel should maintain to prevent fires. (12 marks)
5. (a) Explain five factors to consider in the choice of cleaning agents. (10 marks)
- (b) As a room steward in a large hotel, you are required to service guest rooms. Explain five rules to observe when servicing guest rooms/floors. (10 marks)
- (c) Explain five factors which determine frequency of cleaning of different rooms in a catering and accommodation premise. (10 marks)
6. (a) Floors in a hotel are functional and decorative. Analyze each of the following factors when choosing floorings. (2 marks)
- (i) appearance; (2 marks)
 - (ii) thermal insulation. (2 marks)
 - (iii) initial cost; (2 marks)
 - (iv) durability; (2 marks)
 - (v) Ease of cleaning. (2 marks)
- (b) Explain five ways of eliminating accidents in housekeeping. (10 marks)
- (c) Describe five measures the housekeeping staff take to ensure security within the establishment. (10 marks)

THIS IS THE LAST PRINTED PAGE.