

**2819/104**  
**ACCOMMODATION OPERATIONS**  
**THEORY**  
**June/July 2023**  
**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 the questions in section A.*

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

*Answers to ALL the questions should 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.**

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**Turn over**

**SECTION A (30 marks)**

*Answer ALL the questions in this section.*

1. (a) Define each of the following terms as used in catering and accommodation premises:
- (i) premises; (1 marks)
  - (ii) plant; (1 marks)
  - (iii) catering outlet; (1 marks)
  - (iv) work flow; (1 marks)
  - (v) building fabric. (1 marks)
- (b) Describe **three** types of non-commercial catering and accommodation operations. (6 marks)
- (c) Explain **two** types of drainage systems. (4 marks)
2. (a) Define each of the following terms:
- (i) patient; (1 mark)
  - (ii) invalid; (1 mark)
  - (iii) terminally ill; (1 mark)
  - (iv) palliative care; (1 mark)
  - (v) convalescent. (1 mark)
- (b) Highlight **four** preventative measures in the spread of an infection. (4 marks)
- (c) Explain **three** effects of illness on an individual. (6 marks)

**SECTION B (70 marks)**

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

3. (a) State **two** uses of each of the following laundry agents:
- (i) starch; (2 marks)
  - (ii) fabric conditioner; (2 marks)
  - (iii) vinegar. (2 marks)
- (b) Explain **four** factors which make cotton fabric popular for hospital linen. (8 marks)
- (c) Describe **three** qualities of a well laundered article. (6 marks)
4. (a) Explain the importance of each of the following front office documents:
- (i) arrival list; (2 marks)
  - (ii) registration form; (2 marks)
  - (iii) room status record; (2 marks)
  - (iv) room allocation. (2 marks)
- (b) Describe the roles of **six** members of the front office staff. (12 marks)
5. (a) Explain **five** factors to consider in the selection of wall coverings. (10 marks)
- (b) Discuss **five** safety measures observed during cleaning. (10 marks)
- (c) Describe **five** protective finishes given to metals. (10 marks)
6. (a) Describe **five** types of beds used in hotels. (10 marks)
- (b) Identify the uses of **five** containers found in the housekeeping department. (10 marks)
- (c) Explain **five** methods used in removal of loose dirt during the daily cleaning process. (10 marks)

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