

Name \_\_\_\_\_

Index No. \_\_\_\_\_ / \_\_\_\_\_

2819/301

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

ACCOMMODATION OPERATIONS  
MANAGEMENT II THEORY

Date \_\_\_\_\_

June/July 2015

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT  
MODULE III**

ACCOMMODATION OPERATIONS MANAGEMENT II 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 SIX questions.*

*Answer any FIVE questions in the spaces provided in this question paper.*

*All questions carry equal marks.*

*Maximum marks to each part of a question are as indicated.*

*Do NOT remove any pages from this question paper.*

*Candidates should answer the questions in English.*

**For Examiner's Use Only**

Question	1	2	3	4	5	6	TOTAL SCORE
Candidate's Score							

**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.**

1. (a) Highlight **six** factors to consider when contemplating change from direct labour to full contract labour in housekeeping. (6 marks)
- (b) Suggest **five** ways of noise reduction during the planning stage of a building construction. (10 marks)
- (c) Differentiate between par stock and linen pools. (4 marks)
2. (a) Adequate lighting is a key requirement in accommodation areas. Discuss. (10 marks)
- (b) Discuss **five** functional requirements of a conference room. (10 marks)
3. (a) Highlight **six** factors to consider in selection of linen. (6 marks)
- (b) Suggest **four** advantages of easy care fabrics to an establishment. (4 marks)
- (c) Explain **five** factors to consider when setting up an on-premise laundry plant. (10 marks)
4. (a) Explain each of the following terms:
  - (i) work measurement; (2 marks)
  - (ii) glare; (2 marks)
  - (iii) motion economy; (2 marks)
  - (iv) time study; (2 marks)
  - (v) work schedules. (2 marks)
- (b) Discuss **five** aims of a housekeeper. (10 marks)
5. (a) Budgeting is a duty of the accommodation manager. Enumerate **four** costs to include in the annual budget. (8 marks)
- (b) Outline the process involved prior to signing a service contract in housekeeping. (12 marks)
6. (a) Suggest **five** ways of enhancing guest comfort when servicing public areas. (5 marks)
- (b) Identify **five** personnel records kept by the accommodation department. (5 marks)
- (c) Discuss **five** circumstances which make it necessary to train housekeeping staff. (10 marks)