

2419/305
 ACCOMMODATION MANAGEMENT
 PRACTICE
 Oct./Nov. 2015
 Time: 6 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
 DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

ACCOMMODATION MANAGEMENT PRACTICE

6 hours

Timing:

Planning Session:	2 hours
Previous Preparation:	1 hour
Actual practical Session:	3 hours

INSTRUCTIONS TO CANDIDATES

1. *Select your question by ballot.*
2. *The candidate's name and index number must be written on each page.*
3. *The code number and name of institution, the day and date of the examination as well as the question number must be written on the first page.*
4. *The plan must be written in triplicate. The list of equipment and cleaning materials should also be written in triplicate.*
5. *Hand in the original and duplicate plan of work and the list of equipment and materials. The candidate retains the triplicate copy of plan of work and list of equipment and cleaning materials for use in preparing for the examination.*
6. *The plan of work should include the following:*
 - (a) *Previous preparation.*
 - (b) *List of tasks to be covered.*
 - (c) *Requisition for equipment and cleaning materials required for the test.*
 - (d) *List of any other items which will be required for the test.*
 - (e) *Timing and order of work to be followed by the candidate and the two assistants.*
 - (f) *Demonstration notes.*
7. *No candidate is allowed to display any item that has been previously used by another candidate.*
8. *At the end of the practical, the candidate is expected to:*
 - (a) *Write a report and submit it to the examiner within the next 30 minutes.*
 - (b) *Leave the used rooms / areas in good condition.*
 - (c) *Return equipment and cleaning materials to the store after they have been checked.*
9. *Ensure that no losses or damages are caused to the residents' property. Should any of these occur, notify the relevant authority.*

This paper consists of 4 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

TEST ONE

You are an executive house keeper in a guest house and you have two newly employed staff to train. Plan and carry out the following:

- (a) Instruct and carry out the daily cleaning of three guest rooms.
- (b) Demonstrate and carry out the weekly cleaning as indicated in the rota below:

Monday	-	Bed side rug
Tuesday	-	Storage cabinets/drawers
Wednesday	-	Painted door
Thursday	-	Windows
Friday	-	Wardrobe

- (c) Prepare one of the rooms as per the rota below:

Monday	-	Two domestic tourists promoting local culture
Tuesday	-	Two manufacturers of housekeeping cleaning agents
Wednesday	-	Two preachers targeting the youth
Thursday	-	Two beauticians on a weekend out
Friday	-	Two ministry of education officials on a leadership seminar.

TEST TWO

As a floor housekeeper in two star hotel, you have two cleaners to work with in the routine cleaning of the corridor and staircase. Plan and carry out the following tasks:

- (a) Demonstrate and carry out the weekly cleaning as per the rota below:

Monday	-	Two waste bins
Tuesday	-	Metal work along the corridor
Wednesday	-	Two painted metal flower stands
Thursday	-	Corridor walls
Friday	-	Staircase floor

- (c) Prepare the area to make it appealing to the guests.

TEST THREE

You are a housekeeper in charge of conference facilities in a high class guest house. You have two cleaners to train. Plan and carry out the following:

- (a) Daily clean one conference room and patio.
- (b) Demonstrate and carry out the weekly cleaning as per the rota below:

Monday	-	Glass work
Tuesday	-	Two conference tables
Wednesday	-	Two upholstered chairs
Thursday	-	Four trophies/ornament made of white and coloured metals
Friday	-	Two dust mats

- (c) Prepare the conference room as per the rota below.

Monday	-	Workshop to promote local authors
Tuesday	-	Hospitality department open day
Wednesday	-	Birthday party for the guest house manager
Thursday	-	A promotion for herbal products
Friday	-	Fellowship for religious leaders.

TEST FOUR

As a domestic supervisor in charge of the sanitary area in the local hospital, you have two cleaners to work with. Plan and carry out the following:

- (a) Instruct and carry out the daily cleaning of one set of toilets and shower rooms.
- (b) Demonstrate and carry out the weekly cleaning as per the rota below:

Monday	-	Wash hand basin
Tuesday	-	Shower floor and drainage
Wednesday	-	Shower doors
Thursday	-	Toilet bowl
Friday	-	Toilet walls.

TEST FIVE

As a laundry manager in a large hotel, you have two new laundry attendants to train. Plan and carry out the following:

- (a) Instruct and carry out the daily cleaning of a laundry room.
- (b) Demonstrate and carry out the weekly cleaning as per the rota below:

Monday	-	Floor
Tuesday	-	Storage shelves
Wednesday	-	Sink and drain pipe
Thursday	-	Walls
Friday	-	Ironing equipment

- (c) (i) Instruct and launder the following items:

- Two discoloured white cotton dust coats
- Two polyesters shirts
- Two loose coloured cotton dresses
- Two net curtains
- Two synthetic articles.

- (ii) Demonstrate to the attendants how to carry out the following:

Monday	-	Washing a discoloured white cotton dust coat.
Tuesday	-	Finishing a polyester shirt
Wednesday	-	Washing a loose coloured cotton dress.
Thursday	-	Washing a net curtain
Friday	-	Washing a synthetic article

- (d) Display correctly the laundered articles.