Name	Index No.	easytvet.com
2819/104	Candidate's Signature	,
ACCOMMODATION OPERATIONS THEORY	Date	

Date

Oct./Nov. 2015 Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

MODULE I

ACCOMMODATION OPERATIONS 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 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 must be written in the spaces provided in this question paper.

Do NOT remove any pages from this booklet.

Candidates should answer the questions in English.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
4	1	15	
A	2	15	
	3	20	
В	4	20	
		30	
	Total Score	100	

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. Answer ALL the questions in this section in the spaces provided.

1. Identify five ways of controlling dry rot in a building. (5 marks) (a) Highlight five requirements of the employer under the Health and Safety at Work Act (b) (1974).(5 marks) Discuss five hygiene requirements of sanitary accommodation. (5 marks) (c) Identify three items used to provide comfort for a bedridden patient. (3 marks) 2. (a) State four precautions to take when cleaning a patient's room. (4 marks) (b) (c) Describe four bed rest positions for a patient. (8 marks)

SECTION B (70 marks)

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

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3.	(a)	State four qualities of fabric for banqueting cloths.	(4 marks)
	(b)	Highlight four advantages of dry cleaning articles.	(4 marks)
	(c)	Explain four undesirable properties of woollen articles.	(8 marks)
	(d)	Differentiate between viscose rayon and acetate rayon.	(4 marks)
4.	(a)	Highlight five attributes of the front office personnel.	(5 marks)
	(b)	Outline the guest check-in procedure.	(7 marks)
	(c) Discuss the role of the front office in the following:		
		(i) confidentiality of information;	(4 marks)
		(ii) protection of guest property.	(4 marks)

5.	(a)	Explain three benefits of cleaning when traffic is lightest.	easytyet com (6 marks)
	(b)	Describe five methods of dusting.	(15 marks)
	(c)	Explain the following principles of interior decoration:	
		(i) emphasis;	(3 marks)
		(ii) rhythm;	(3 marks)
		(iii) harmony.	(3 marks)
6.	(a)	Highlight six previous preparation activities when cleaning a guest	room. (6 marks)
	(b)	Describe five types of cloths used by housekeeping staff.	(15 mark)
	(c)	Discuss three benefits of cleaning and maintenance of buildings.	(9 marks)
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