

2819/104  
ACCOMMODATION OPERATIONS THEORY  
June/July 2017  
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 **THREE** questions in section B.*

***Questions 3 and 4** are compulsory.*

*Answers to **ALL** the questions **MUST** be written in the answer booklet provided.*

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

*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 PREMISE  
AND HOME NURSING (30 marks)**

*Answer ALL the questions in this section.*

1. (a) Highlight **five** factors to consider in selection of beds for a catering and accommodation premise. (5 marks)
- (b) State **two** properties of each of the following floors:
  - (i) terrazzo; (2 marks)
  - (ii) vinyl; (2 marks)
  - (iii) wood. (2 marks)
- (c) Differentiate between class A and class B fires. (4 marks)
2. (a) State **five** points to observe when servicing a patients's room. (5 marks)
- (b) Highlight **four** qualities of a home nurse. (4 marks)
- (c) Explain **three** effects of illness on an individual. (6 marks)

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

*Answer THREE questions from this section. Questions 3 and 4 are compulsory.*

3. (a) Highlight **four** reasons which make linen fabric popular for institutional use. (4 marks)
- (b) State **four** properties to observe when laundering woollen articles. (4 marks)
- (c) State **two** reasons for use of the following laundry agents:
  - (i) starch; (2 marks)
  - (ii) fabric conditioner. (2 marks)
- (d) Explain **four** qualities of a good linen room. (8 marks)
4. (a) Highlight **six** qualities of a good receptionist. (6 marks)

- (b) Explain each of the following terms as used in front office:
- (i) memorandum; (2 marks)
  - (ii) back office; (2 marks)
  - (iii) guaranteed arrival; (2 marks)
  - (iv) rack rate. (2 marks)
- (c) Discuss **three** points on the importance of guest registration in a hotel. (6 marks)
5. (a) State **five** principles of cleaning. (5 marks)
- (b) Highlight **five** factors that ensure effective use of disinfectants. (5 marks)
- (c) Identify **four** sources of dust in buildings. (4 marks)
- (d) Explain **four** factors which determine the frequency of cleaning. (8 marks)
- (e) Differentiate between the following housekeeping terms:
- (i) high dusting and low dusting; (4 marks)
  - (ii) impregnated mops and static mops. (4 marks)
6. (a) State **five** reasons for cleaning. (5 marks)
- (b) Outline **five** previous preparation tasks when cleaning a guest room. (5 marks)
- (c) Explain **five** factors to consider in choice of cleaning equipment. (10 marks)
- (d) Describe the main duty of any **five** members of the housekeeping team. (10 marks)

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