

2819/201  
ACCOMMODATION OPERATIONS  
MANAGEMENT I AND LAW THEORY  
Oct./Nov. 2022  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

MODULE II

ACCOMMODATION OPERATIONS MANAGEMENT I AND LAW THEORY

3 hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of SIX questions.  
Answer any FIVE questions in the answer booklet provided.  
Maximum marks for each part of a question are 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.**

1. (a) Highlight **five** laws that govern the hospitality industry. (5 marks)
- (b) Enumerate **five** duties of an innkeeper. (5 marks)
- (c) (i) Explain the meaning of the term 'crime'. (2 marks)
- (ii) Discuss **four** examples of crime that may occur in accommodation operations. (8 marks)
2. (a) Explain each of the following terms:
- (i) law; (2 marks)
- (ii) invitee; (2 marks)
- (iii) arbitration. (2 marks)
- (b) Describe **three** remedies for breach of contract. (6 marks)
- (c) Discuss **four** basic rights of workers in Kenya. (8 marks)
3. (a) Highlight **six** duties of a room divisions manager. (6 marks)
- (b) Explain each of the following front office terms:
- (i) rack rate; (2 marks)
- (ii) complimentary room; (2 marks)
- (iii) house limit. (2 marks)
- (c) Discuss **four** points on the importance of supervisors in the housekeeping department of a hotel. (8 marks)
4. (a) Highlight **five** rules of stain removal. (5 marks)
- (b) Enumerate **five** considerations to make when preparing a duty rota in an accommodation establishment. (5 marks)



- (c) Discuss five policies followed when using conventional keys for safety and security of guests in hotels. (10 marks)
5. (a) Discuss five sections of an ideal textile cleaning plant. (10 marks)
- (b) Describe the uses of five essential supplies in a laundry plant. (10 marks)
6. (a) Explain the duties of five staff found in a large scale laundry operation. (10 marks)
- (b) Describe five components of a room supervisor's report. (10 marks)

**THIS IS THE LAST PRINTED PAGE.**

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