

2819/301  
ACCOMMODATION OPERATIONS  
MANAGEMENT II THEORY  
Oct./Nov. 2018  
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**

*This paper consists of SIX questions.  
Answer any FIVE questions in answer booklet provided.  
All questions carry equal marks.  
Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

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

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**Turn over**

1. (a) Explain each of the following terms as used in house keeping:
- (i) job analysis;
  - (ii) job description;
  - (iii) ventilation;
  - (iv) turn down;
  - (v) mitre.
- (10 marks)
- (b) Explain **five** detrimental effects of noise on an internal environment in establishments. (10 marks)
2. (a) Explain **six** reasons why housekeeping staff may perform poorly. (12 marks)
- (b) Discuss **four** types of contract services a housekeeper can employ. (8 marks)
3. (a) Discuss **five** points on the importance of good ventilation in hotels. (10 marks)
- (b) Suggest **five** ways of minimizing cleaning costs. (10 marks)
4. \* (a) Highlight **four** disadvantages of interviews as a method of recruiting housekeeping personnel. (4 marks)
- (b) Explain **six** external sources of housekeeping staff. (12 marks)
- (c) Discuss **two** methods of linen issue in establishments. (4 marks)
5. (a) Explain **five** advantages of job description for housekeeping staff. (10 marks)
- (b) Discuss **five** factors to consider when planning a lighting system for a medium size hotel. (10 marks)
6. (a) Highlight **five** disadvantages of an on-site laundry system. (5 marks)
- (b) State **five** advantages of easy care fabrics. (5 marks)
- (c) Discuss **five** roles of the housekeeper in regard to hygiene in an establishment. (10 marks)

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