



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM MO7/A07)

ACCOMMODATION MANAGEMENT THEORY

FINAL EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.
4. All questions in Section B carry equal marks
5. Cheating leads to disqualification.
6. Switch off mobile phone.

SECTION A

(COMPULSORY)

- Q.1 (a) List **FOUR main types** of pest and **one** example of each type. (4 marks)
- (b) In each of the above example outline one control measure. (5 marks)
- (c) Point out **FOUR** security measures which should be observed in accommodation establishments. (4 marks)
- (d) Differentiate between a Job Description and a Job Specification. (4 marks)
- (e) Outline the **FIVE** steps of Room Linen exchange procedure. (5 marks)
- (f) (i) Name and give an example of **THREE** classes of wastes. (3 marks)
- (ii) Identify **FIVE** basic requirements of a waste disposal system. (5 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.2 Explain **TEN** points to consider in selection of a seal. (20 marks)
- Q.3 (a) Describe **FIVE** types of water based polishes. (10 marks)
- (b) Identify **FIVE** types of floors which are compatible with
- (i) water based polishes
- (ii) solvent based polishes. (10 marks)
- Q.4 (a) Explain **FIVE** main factors to consider in selection of a colour scheme. (10 marks)
- (b) With the help of a diagram describe **FIVE** types of flower arrangements and mention the areas where it is most suitably used. (10 marks)

- Q.5 (a) Name **SIX** types of common hazards found in Accommodation establishments. (3 marks)
- (b) In each of the above case, mention one cause and preventive measure. (12 marks)
- (c) List **FIVE** types of fire extinguishers and the type of five on which it is used. (5 marks)