



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J09)

ACCOMMODATION MANAGEMENT THEORY

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **TWO** sections **A** and **B**.
2. Section **A** is compulsory and carries 30 marks.
3. Answer any **TWO** questions from Section **B**.

SECTION A
(Compulsory)

- Q.1 (a) Differentiate between special and daily cleaning. (4 marks)
- (b) Define the following terms:
- (i) Dirt (3 marks)
 - (ii) Detergent (3 marks)
 - (iii) Dust (3 marks)
 - (iv) Dusters (3 marks)
- (c) Mention **FOUR** inorganic builders usually added to cleaning agents. (4 marks)
- (d) Discuss **FIVE** properties of an ideal and efficient detergent. (10 marks)

SECTION B
(Answer any **TWO** questions)

- Q.2 (a) What is cleaning? (10 marks)
- (b) Explain **FIVE** reasons for cleaning. (10 marks)
- Q.3 With the help of a diagram draw the organization structure of a large hotel showing the relationship between housekeeping managerial and other departments. (20 marks)
- Q.4 (a) What are the responsibilities of a housekeeper? Discuss **FIVE** points. (10 marks)
- (b) What are the characteristics of a good polish? Discuss **FIVE** points. (10 marks)
- Q.5 Explain the cleaning of the following areas:
- (i) Sitting room (10 marks)
 - (ii) Stair case. (10 marks)