



# **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) Identify **FIVE** general security measures which should be observed in Accommodation establishments. (5 marks)
- (b) Outline **FIVE** advantages of a Job description at the workplace. (5 marks)
- (c) Cockroaches and flies are a major menace in catering establishments. Point out **FIVE** ways they can be prevented. (5 marks)
- (d) Explain why all clinical waste should be incinerated. (2 marks)
- (e) State the responsibility of:
- (i) the employer (6 marks)
  - (ii) the employee (2 marks)
- (f) Explain **FIVE** steps of Room Linen exchange procedure. (5 marks)

## SECTION B

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

- Q.2 (a) Describe **FOUR** types of keys used in Hotels. (12 marks)
- (b) Give **FOUR** security measures which should be observed in relation to:
- (i) Keys
  - (ii) Doors (10 marks)
- Q.3 (a) Describe **FIVE** types of water-based polished. (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) State **FIVE** causes each of the following:
- (i) Back strain
  - (ii) Falls
- (b) FIVE Preventive measures of the above safety hazards. (20 marks)
- Q.5 (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 in which they are suitably used. (10 marks)