



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) Briefly discuss the following:
- (i) Abrasives. (5 mark)
 - (ii) Enzyme products (5 marks)
 - (iii) Window cleansers (5 marks)
- (b) In the commercial field guests are charged according to the type of accommodation and service offered in the establishment. Explain **FIVE** classification of such establishments. (15 marks)

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

- Q.2 (a) Discuss **FIVE** attributes of a good housekeeper. (10 marks)
- (b) (i) What is a detergent? (2 marks)
- (ii) Discuss **FOUR** characteristics you would expect to find in a good detergent. (8 marks)
- Q.3 (a) Discuss **FIVE** important points to adhere to when selecting equipment. (10 marks)
- (b) Explain how you would go about cleaning the following rooms:
- (i) Mirrors and glass surfaces. (5 marks)
 - (ii) Daily cleaning of a bathroom with tiled walls and floor. (5 marks)
- Q.4 (a) Discuss briefly **FIVE** different types of polish. (10 marks)
- (b) Housekeepers have many responsibilities to undertake. Explain **FIVE** of them. (10 marks)