



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J08)

ACCOMMODATION MANAGEMENT THEORY

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

This paper consists of **TWO** sections **A** and **B**.

Answer **ALL** questions in Section **A** and any **TWO** questions from Section **B**.

SECTION A
(Compulsory)

- Q.1 (a) State **FIVE** factors that influence the infestation of pests in an establishment. (5 marks)
- (b) Describe **FIVE** ways of controlling pests in an establishment. (5 marks)
- (c) Define 'Floor Waxes.' (2 marks)
- (d) Name **FOUR** conditions that cause deterioration of thermoplastic floor finishes. (4 marks)
- (e) Describe **THREE** types of lighting that may be use in different locations of the hotel. (6 marks)
- (f) Explain how poor lighting can be a hazard to workers in an accommodation establishment. (8 marks)

SECTION B

(Answer any **TWO** questions from this Section)

- Q.2 (a) Explain **FIVE** rules for stain removal. (10 marks)
- (b) Explain any **FIVE** points Accommodation manager would bear in mind for guests and employee security. (10 marks)
- Q.3 (a) Outline any **FOUR** objectives of cleaning a guest room. (4 marks)
- (b) Identify **THREE** types of stains and their methods of removal. (6 marks)
- (c) Outline the advantages of on-site laundry over off-site laundry in a hotel. (10 marks)
- Q.4 (a) Outline any **FOUR** factors to be borne in mind when selecting floor finishes. (4 marks)
- (b) Explain any **THREE** causes of deterioration that may affect outer wall of a building. (6 marks)
- (c) Identify **FIVE** types of waste and their methods of disposal. (10 marks)