

2819/104

ACCOMMODATION OPERATIONS

THEORY

March/April 2023

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

MODULE I

ACCOMMODATION OPERATIONS THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **TWO** Sections; **A** and **B**.*

*Answer **ALL** the questions in section **A**.*

*Answer question **3** and **4 (COMPULSORY)** and any other **ONE** question from section **B**.*

Maximum marks to each part of a question are as indicated.

Answers to the questions should be written in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: CATERING, ACCOMMODATION PREMISES AND HOME NURSING

(30 marks)

*Answer **ALL** questions in this section.*

1. (a) Suggest **three** benefits of a good kitchen workflow. (3 marks)
- (b) Explain **three** non-chemical pest control methods in a catering establishment. (6 marks)
- (c) Describe **three** types of waste. (6 marks)

2. (a) Highlight **four** points on the importance of home nursing. (4 marks)
- (b) State **five** fundamentals of home nursing. (5 marks)
- (c) Explain **three** qualities of a good home nurse. (6 marks)

SECTION B: HOUSEKEEPING, LAUNDRY AND FRONT OFFICE (70 marks)

*Answer question **3** and **4** (**COMPULSORY**) and any other **ONE** question from this section.*

3. (a) Highlight **six** factors to consider in the choice of a laundry machine. (6 marks)
- (b) Explain **three** ways of stain identification on garments. (6 marks)
- (c) Explain **four** qualities of woollen fabrics. (8 marks)

4. (a) Highlight **five** qualities of front office personnel. (5 marks)
- (b) Highlight **five** duties of a receptionist in an accommodation establishment. (5 marks)
- (c) Explain **five** points on the importance of front office departments to a hotel. (10 marks)

5. (a) State **six** etiquettes of housekeeping personnel. (6 marks)
- (b) Highlight **six** principles of cleaning. (6 marks)

- (c) Explain the meaning of each of the following cleaning terms:
- (i) damp cleaning; (2 marks)
- (ii) buffing; (2 marks)
- (iii) damp dusting; (2 marks)
- (iv) burnishing. (2 marks)
- (d) Explain **five** factors to consider in the choice of a disinfectant during cleaning. (10 marks)
6. (a) Highlight **five** guest expectations of a hotel room. (5 marks)
- (b) State **five** points on the care of mattresses in an accommodation establishment. (5 marks)
- (c) Identify the use of **five** types of brushes used in the cleaning process. (10 marks)
- (d) Outline the general procedure for daily cleaning. (10 marks)

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