

2819/301
ACCOMMODATION OPERATIONS
MANAGEMENT II THEORY
June/July 2017
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN CATERING ACCOMMODATION MANAGEMENT
MODULE III

ACCOMMODATION OPERATIONS MANAGEMENT II THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SIX questions.
Answer any FIVE questions in the answer booklet provided.
All questions carry equal marks.
Maximum marks for each part of question are indicated.
Candidates should answer the questions in English.*

This paper consists of 2 printed pages.

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

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- 1. (a) Explain the meaning of **five** codes used in a room occupancy report. (10-marks)
- (b) Discuss **five** storage conditions required in maintenance of linen standards. (10 marks)

- 2. (a) Highlight **five** uses of light in a building. (5 marks)
Light Decor, Attraction, Security, Attention Notices.
- (b) State **five** advantages of hiring linen. (5 marks)
Cheap / colour / cost of maintenance / design / No of hire
- (c) Discuss **five** characteristics of light filaments. (10 marks)
bright colours of use, shift to bright bc not sharp easy to clean

formulate tables
can discuss employ
- coordinate with
the manager.

- (a) Explain **five** responsibilities of the executive housekeeper. (10 marks)
Supervisors, cleaning, employ, maintenance, accounts
- (b) Explain **five** circumstances which may make an institution to consider full contract cleaning service. (10 marks)
Cost - Location - Availability - Type of establishment - Legal requirements

- 4. (a) Highlight **six** items to include when preparing a patient's room. (6 marks)
Hand sanitizer, disinfectant, gloves, slippers, towels, watch, medical center.
- (b) Explain **three** points to consider when calculating linen requirements for an establishment. (6 marks)
No of Department, No of Guest, No of event
- (c) Discuss **four** operations control measures during the washing process. (8 marks)
Detergent, separate colour, right method, final routine or check.

- 5. (a) Outline the procedure of setting up a function room. (5 marks)
Window / linen / mats / set set area / chairs / tables / linen / routine check.
- (b) State **five** requirements of the employer under the Health and Safety at Work Act. (6 marks)
Must be registered, fire fighting equipment, exist way, waste dispose, Notices & Hazard.
- (c) Discuss **three** basic styles of laying furniture for functions. (9 marks)
Caterpillar shape, U-shape, L-shape, T-shape.

- 6. (a) Explain **five** factors to consider when planning interior design of a given area. (10 marks)
Type of establishment - Location - Type of furniture or equipment - Cost - Type of guest targeted
- (b) Explain each of the following terms in relation to colour: (2 marks each)

- (i) monochromatic. (2 marks)
- (ii) complementary; (2 marks)
- (iii) triad; (2 marks)
- (iv) hue; (2 marks)
- (v) tint. - can not cut stain bl (2 marks)

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