



THE KENYA POLYTECHNIC UNIVERSITY COLLEGE

**DEPARTMENT OF INSTITUTIONAL MANAGEMENT
HIGHER DIPLOMA IN CATERING & ACCOMMODATION MANAGEMENT
END OF YEAR 1 EXAMINATIONS
NOVEMBER 2007
ACCOMMODATION OPERATIONS THEORY & FRONT
OFFICE
3 HOURS**

Instructions to candidates:

This paper consists of TWO sections, A and B.

Answer each section separately.

All questions carry equal marks and the maximum marks for each part of a question are as shown.

This paper consists of 3 printed pages

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SECTION A: ACCOMMODATION MANAGEMENT THEORY

1. a) The stock of linen purchased or hired will have to be stored when not in use. Explain any five qualities of a good linen room. (10 marks)
b) Outline any five principles of stain removal from a garment. (5 marks)
c) Explain any five points you would consider before ironing an article. (5 marks)
- 2.. a) Planning for a cleaning programme requires various factors to be considered. As an Accommodation Manager, describe any four factors. (8 marks)
b) Discuss the following aspects of the cleaning programme:
 - i) Terms of reference
 - ii) Work load determination
 - iii) Task determination (12 marks)
3. a) Explain any five problems that an Accommodation Manager may experience when running his or her department. (10 marks)
b) Outline five measures that you would take to prevent accidents at your department. (10 marks)
4. Ceramic and thermoplastic tiles are commonly used in institutions. Give five advantages and five disadvantages of the usage of each. (20 marks)

SECTION B: FRONT OFFICE

Answer two questions from this section.

5. a) A Five Star Hotel has requested you to recommend a billing system suitable for the hotel. Discuss clearly the system you would recommend giving five benefits. (12 marks)
b) Explain the procedure of receiving and welcoming guests upon arrival at the hotel. (8 marks)

6. a) Front office is the Sales Centre of the hotel. Discuss this in relation to selling at the three basic sections of the guest cycle. (9 marks)
- b) State six ways in which a guest can settle his Account upon departure. (6 marks)
- c) Narrate how a safe deposit box is operated in a Five Star Hotel. (5 marks)
7. a) Discuss four main hotel products that the staff have to sell at Front Office. (8 marks)
- b) Explain any five factors which affect Market demand in the hotel industry. (10 marks)
- c) State two benefits of using a reservation form. (2 marks)