



THE KENYA POLYTECHNIC

DEPARTMENT OF INSTITUTIONAL MANAGEMENT

HIGHER DIPLOMA IN CATERING & ACCOMMODATION

MANAGEMENT

FINAL YEAR EXAMINATIONS

NOVEMBER 2006

ACCOMMODATION MANAGEMENT THEORY

3 HOURS

Instructions to candidates:

This paper consists of TWO sections, A & B.

Answer each section on a separate booklet.

Specific instructions are given for each section.

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

Answer any THREE questions from this section

1. (a) 'The housekeeping department cannot be effective in isolation'. Discuss.
(10 marks)
(b) Explain how the housekeeping department uses computers in room management. (10 marks)
2. (a) Curtains are an essential item of soft furnishings. Explain any FOUR points to consider when choosing curtains for a five-star hotel. (8 marks)
(b) As a senior housekeeper, advice on the points to consider before embarking of a refurbishment programme. (12 marks)
3. (a) Discuss use of disposable linen in various departments of a hotel.
(14 marks)
(b) Explain the importance of colour in housekeeping departments. (6 marks)
4. (a) Explain the sequence of events followed by housekeeping department in preparing a room for a conference. (12 marks)
(b) Outline any EIGHT factors which affect the content of a planned cleaning programme. (8 marks)

SECTION B: FRONT OFFICE

Answer any TWO questions from this section

5. (a) Receptionists working in hotels need some knowledge of law relating to registration of guests. Explain any EIGHT points of this law. (16 marks)
(b) Define the following terms used in front office:
 - (i) Guest folio
 - (ii) Traveller's cheque
 - (iii) Disbursement
 - (iv) In-house credit card (4 marks)

6. (a) Value Added Tax (VAT) is a Government tax levied on most services and goods, except newspapers provided in hotels. Value added tax is levied at 16%. From the same levy, 2% is paid to the catering, Training and Tourism Development Levy. Work out how much value added tax and catering levy will be extracted from Mr. Karanja's bill after seven days' stay at Rev Hotel.

Bed and breakfast	@4, 500/= per day	
Laundry services	700/=	
Bar services	2, 100/=	
Lunches, 4 days	@1, 700/= per day	
Dinner, 6 days	@1, 900/= per day	
Newspapers	@640/=	(12 marks)

- (b) Explain any FOUR benefits of machine billing. (8 marks)

7. (a) As a front office supervisor in a large hotel, explain the information to expect in an occupancy report to be provided by night audit staff.

(10 marks)

- (b) Mrs. Kimani requests to deposit her valuables in the hotel's safe deposit facility. Explain the procedure to be followed. (10 marks)