



SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE/NAME: BHM311; ACCOMODATION MANAGEMENT

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- a) Define the following;
- i) Housekeeping (1 mark)
 - ii) Occupational risk (1 mark)
- b) State the main objectives of hotel housekeeping (4 marks)
- c) Identify five major divisions of a hotel, clearly stating their main function. (10 marks)
- d) Safety and security of guests, staff and property is paramount to any hotel facility. Explain five things the housekeeping department can do to enhance security and safety in the hotel. (10 marks)
- e) Interpret the following common abbreviations used in housekeeping;
DND; DO; DNCO; GC; GC; GRA; GRS; IS; NC; OC; OD; OOO. (4 marks)

QUESTION TWO

- a) Explain the coordination of housekeeping with the following departments in the hotel.
- i. Housekeeping – Front office (2 ½ marks)
 - ii. Housekeeping – maintenance Department (2 ½ marks)
- b) Explain the daily cleaning of an occupied room (10 marks)

QUESTION THREE

- a) Describe the advantages of on- premise laundry (5 marks)
- b) By use of an illustration briefly explain the laundry cycle (10 marks)

QUESTION FOUR

- a) Describe 5 basic things a hotel must offer to minimize guest requests (10 marks)
- b) Outline any ten special requests that a guest is likely to make at the hotel (5 marks)

QUESTION FIVE

- a) Outline any (2) two work practices that can help protect workers against exposure to blood borne diseases (2 marks)
- b) Explain 4 ways the housekeeping personnel can reduce physical stress. (8 marks)
- c) Explain the role of the employer in managing occupational risk (5 marks)