



MURANG'A UNIVERSITY OF TECHNOLOGY
SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT
DEPARTMENT OF HOSPITALITY, TRAVEL AND TOURS

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**FOURTH YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR
OF SCIENCE IN HOSPITALITY MANAGEMENT**

HHM 406 – ACCOMODATION MANAGEMENT

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Planning is an important management function of accommodation operation. Explain six (6) activities that need to be done by the accommodation manager to support this statement. (12 marks)
- b) Hotel Wasafiri is a four floor star hotel in Diani beach and has 300 rooms. As an executive housekeeper prepare staffing guide for the following housekeeping staff.
- i. Guest room attendants (2 marks)
 - ii. Floor supervisors (2 marks)
 - iii. Assistant housekeeper (2 marks)
- Plan a one – week duty rota for guest room attendance in the first floor. (6 marks)
- c) Explain the duties of an executive housekeeper under the following subheadings
- i. Managing discipline (2 marks)
 - ii. Recruitment and selection (2 marks)
 - iii. Security (2 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Describe the steps you would follow as an executive housekeeper in the preparation of a duty roaster in an accommodation establishment. (8 marks)
- b) You have organised a training session for newly recruited guestroom attendants. Prepare demonstration notes on how to special clean a vacant guest room. (12 marks)

QUESTION THREE (20 MARKS)

- a) Explain application of MacGregor motivation theory on housekeeping operations. (8 marks)
- b) Explain six (6) green lodging practices in the hospitality industry. (12 marks)

QUESTION FOUR (20 MARKS)

- a) Explain five (5) safety measures to be observed by housekeeping staff. (10 marks)
- b) A guest room meaning 100m² is required to be cleaned by outsourced cleaners in the year 2014. Using the cost plus fixed fee contract, prepare the cleaning cost per square meter in the given year. Use the following information.
- i. Cleaning hours per week is 400 hours charged at Kshs 1,000.
 - ii. Supervision fee – 3,000
 - iii. Small equipment and supplies – Ksh 2,000
 - iv. Capital equipment
 - 10 vacuum cleaner @ Ksh 5,000
 - 1 polisher @ Ksh 6,000
 - 1 scrubber @ Ksh 10,000
 - 2 dusters @ Ksh 3,000
 - v. Cleaning agents Ksh 3,000 (10 marks)