

1819/201
HOUSEKEEPING AND
FRONT OFFICE THEORY
Oct./Nov. 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN CATERING AND ACCOMMODATION
OPERATIONS

MODULE II

HOUSEKEEPING AND FRONT OFFICE THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of TWO sections; A and B.
Section A has FOUR questions and ALL are compulsory.
Section B has Part I and Part II. Answer TWO questions from each part.
All answers must be written in the answer booklet provided.
Maximum marks for each part of a question are as indicated.
Candidates should answer the questions in English.*

This paper consists of 3 printed pages.

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

SECTION A (40 marks)

Answer ALL questions in this section.

1. (a) Describe each of the following colour schemes:
 - (i) triad; (2 marks)
 - (ii) analogous; (2 marks)
 - (iii) monochromatic. (2 marks)
- (b) State **four** points to consider when purchasing curtains. (4 marks)
2. (a) Highlight **five** disadvantages of wall paper as a surface finish. (5 marks)
- (b) Enumerate **five** duties and responsibilities of the executive housekeeper. (5 marks)
3. (a) Differentiate between 'Special Attention Guests' and 'Very Important Guests'. (4 marks)
- (b) Outline the steps to take in the event of an earthquake in a catering establishment. (6 marks)
4. (a) "Key's hotel has 200 rooms. 100 guests check into the hotel today. 70 of the guests were foreigner's". Calculate the percentage of local occupancy. (3 marks)
- (b) (i) Explain the meaning of the term 'staff turnover'. (2 marks)
- (ii) Enumerate **five** disadvantages of staff turnover at the front office in a hotel. (5 marks)

SECTION B (60 marks)

PART I: HOUSEKEEPING (30 marks)

Answer any TWO questions from this section.

5. (a) Highlight **four** points on the use and care of mops. (4 marks)
- (b) Enumerate **five** roles to follow when removing stains on textile surfaces. (5 marks)
- (c) Outline the procedure for cleaning a water closet. (6 marks)
6. (a) Highlight **five** guidelines to follow when handling syringes and razors during the cleaning process. (5 marks)
- (b) State **four** reasons for polishing floors. (4 marks)

- (c) Explain **three** room occupancy statuses. (6 marks)
7. (a) Outline **five** points to observe when sweeping a floor. (5 marks)
- (b) Highlight **four** security measures that should be applied in the housekeeping department by guest room attendants. (4 marks)
- (c) Explain **three** rules a guest room attendant should follow when working on a guest floor. (6 marks)

PART II: FRONT OFFICE (30 marks)

Answer any TWO questions from this section.

8. (a) State **four** duties of a receptionist in a three star hotel. (4 marks)
- (b) Enumerate **five** factors to consider when selecting a method of storing information at the front office department. (5 marks)
- (c) (i) Explain the meaning of the term 'room rate'. (2 marks)
- (ii) Explain **two** factors to consider when determining room rates for an accommodation establishment. (4 marks)
9. (a) Identify **five** skills required by the front office personnel when welcoming guests. (5 marks)
- (b) Explain the meaning of each of the following front office terms:
- (i) walk-in; (2 marks)
- (ii) full-board; (2 marks)
- (iii) exclusive rate. (2 marks)
- (c) (i) Explain the meaning of 'Average Daily Rate'. (2 marks)
- (ii) "XYZ hotel has 100 rooms available per night with an Average Occupancy Rate of 60% and a Average Daily Rate (ADR) of Ksh 10;000 per night. Calculate the weekly estimate values. (2 marks)
10. (a) (i) Differentiate between 'accidental' and 'opportunistic' skippers. (4 marks)
- (ii) State **three** ways in which a hotel can reduce skippers. (3 marks)
- (b) Enumerate **three** ways of reducing pilferage in the front office department. (3 marks)
- (c) Outline **five** steps to follow when checking out a guest in a hotel. (5 marks)

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