

1819/201
HOUSEKEEPING AND FRONT
OFFICE OPERATIONS THEORY
March/April 2023
Time: 3 hours



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

MODULE II

HOUSEKEEPING AND FRONT OFFICE OPERATIONS THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer ALL the questions in section A.

Section B has TWO parts. Answer any TWO questions from each part.

All answers should be written in the answer booklet provided.

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 the questions in this section.

1. (a) State **five** points to consider when mounting pictures in a room. (5 marks)
- (b) Highlight **five** advantages of team cleaning. (5 marks)
2. (a) Enumerate **five** duties and responsibilities of a floor supervisor in a hotel. (5 marks)
- (b) State **five** principles of cleaning. (5 marks)
3. (a) Highlight **five** factors to consider when selecting a method of storing information. (5 marks)
- (b) Enumerate **five** functions of back-of-the-house operations. (5 marks)
4. (a) State **four** duties of a guest service manager. (4 marks)
- (b) Outline the steps to follow when cancelling a guest's accommodation reservation. (6 marks)

SECTION B (60 marks)

PART I: HOUSEKEEPING (30 marks)

Answer any TWO questions from this part.

5. (a) State **five** functions of curtains in a room. (5 marks)
- (b) Outline the procedure to follow in the care and maintenance of bedspreads. (4 marks)
- (c) Explain **three** points to consider when selecting the type of lighting suitable for a room. (6 marks)
6. (a) Differentiate between 'active' and 'passive colours'. (4 marks)
- (b) Highlight **five** points to consider during flower arrangement. (5 marks)
- (c) Outline the procedure for cleaning a brass flower vase. (6 marks)

7. (a) Enumerate **five** characteristics of good paint. (5 marks)
- (b) Illustrate the features of a key control sheet used in the housekeeping department. (5 marks)
- (c) Identify **ten** areas that are overlooked by cleaners during the cleaning process in a guest room. (5 marks)

PART II: FRONT OFFICE (30 marks)

Answer any TWO questions from this part.

8. (a) Enumerate **five** points to note when positioning a front desk. (5 marks)
- (b) State **four** methods of payment for accommodation facilities in a hotel. (4 marks)
- (c) Explain **three** sources of reservation in a hotel. (6 marks)
9. (a) Differentiate between 'credit' and 'debit posting' at the accounts office. (4 marks)
- (b) State **five** activities carried out during night audit. (5 marks)
- (c) Outline the check-in procedure in a hotel. (6 marks)
10. (a) Highlight **five** points a receptionist should bear in mind when handling a telephone call. (5 marks)
- (b) Differentiate between 'american' and 'continental plan' in an accommodation establishment. (4 marks)
- (c) Explain **three** emerging trends at the front office. (6 marks)

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