

Name: _____

Index No: _____ / _____

1819/201

HOUSE KEEPING AND
FRONT OFFICE THEORY

June/July 2015

Time: 3 hours



Candidate's Signature: _____

Date: _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN CATERING AND ACCOMMODATION
OPERATIONS
MODULE II**

HOUSE KEEPING AND FRONT OFFICE THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

MANYAM FRANCHISE

BOX 1189-40200

KISII

TEL: 0728-450425

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

*This paper consist of **TWO** sections, **A** and **B**.*

*Section **A** has **FOUR** questions and **ALL** are compulsory.*

*Section **B** has part **I** and **II**. Answer **TWO** questions from each part.*

Answers to the questions must be written in the spaces provided in this question paper.

*Do **NOT** remove any pages from this question paper.*

Candidates should answer the questions in English.

For Examiner's Use Only

Section		Question	Maximum Score	Candidate's Score
A		1		
		2		
		3		
		4		
B	Part I			
	Part II			
Total Score				

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This paper consists of 16 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: COMPULSORY (40 marks)

*This section consists of **FOUR** questions each worth 10 marks.
Answer **ALL** the questions in this section in the spaces provided.*

1. (a) Distinguish between 'front of the house' and 'back of the house'. (4 marks)

- (b) Highlight six points to be noted by the cashier when accepting a credit card in a hotel. (6 marks)

2. (a) (i) Explain the meaning of the term 'Rack rate'. (2 marks)

- (ii) Explain **three** points that influence the rate of hotel accommodation. (6 marks)

(b) List **four** details on a registration card.

(2 marks)

3. (a) List **four** points on the care and maintenance of a room maid's cart.

(4 marks)

(b) Explain **three** points to consider when storing cleaning equipment and agents in the pantry.

(6 marks)

4. (a) (i) Differentiate between 'dirt' and 'dust'.

(4 marks)

(ii) State **four** characteristics of dust.

(4 marks)

(b) List **four** items found in a first aid box of the housekeeping department.

(2 marks)

SECTION B: (60 marks)

PART I: HOUSEKEEPING (30 marks)

*This part consists of **THREE** questions.*

Each question is worth 15 marks.

*Answer any **TWO** questions in this part in the spaces provided after this section.*

5. (a) State **six** reasons for training new guest room attendants of a busy hotel. (6 marks)
- (b) (i) Sketch and name **two** wood designs for a floor finish. (3 marks)
- (ii) Highlight **six** disadvantages of wooden floors. (6 marks)
6. (a) Highlight **one** function of each of the following substances added to detergents.
- (i) alkaline builders (1 mark)
- (ii) perfumes (1 mark)
- (iii) sodium sulphate (1 mark)
- (iv) fluorescences; (1 mark)
- (b) State **five** advantages of using carpets in sitting rooms. (5 marks)
- (c) Outline the procedure for cleaning an oil-based painted wall. (6 marks)
7. (a) (i) Explain the meaning of the term 'turn down'. (2 marks)
- (ii) Identify **five** tasks of full night service in a luxury hotel. (5 marks)
- (b) Explain **four** points that the housekeepers should consider when choosing floor coverings for the establishment. (8 marks)

PART II: FRONT OFFICE (30 marks)

*This part consists of **THREE** questions.*

Each question is worth 15 marks.

*Answer any **TWO** questions in this part in the spaces provided after this section.*

8. (a) (i) Explain the term "Drop box". (2 marks)
- (ii) You are the overall cashier in a busy hotel. You are about to close a shift and the departmental cashier would like to hand over the float to you. Outline **three** steps to follow when receiving float from the departmental cashiers. (3 marks)

- (b) Describe the following front office machines:
- (i) franking machines; (2 marks)
 - (ii) paging systems. (2 marks)
- (c) State **six** uses of computers in hotels. (6 marks)
9. (a) (i) Explain the meaning of 'Organisation chart'. (2 marks)
- (ii) Highlight **three** purposes of an Organisation chart. (3 marks)
- (b) Explain **five** objectives of a Guest Accounting System. (5 marks)
- (c) State **five** advantages of billing machines in accommodation establishments. (5 marks)
10. (a) (i) Explain the meaning of the term 'archiving'. (2 marks)
- (ii) List **three** reasons for archiving. (3 marks)
- (b) State **four** duties of the Front Office cashier. (4 marks)
- (c) Explain **three** methods of making reservations. (6 marks)