



**TECHNICAL UNIVERSITY OF MOMBASA**  
***School of Humanities & Social Sciences***

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT  
(CCAM)

**BHC 1106: ACCOMMODATION OPERATIONS**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** JUNE/JULY 2015

**TIME:** 2 HOURS

**INSTRUCTIONS:**

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Three printed pages.*

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

- a) Organizational structure is important in the effective and efficient day to day operations in the housekeeping department. Give **FIVE** reasons why. **(5 marks)**
- b) Name and explain the role of **FIVE** housekeeping staff. **(10 marks)**
- c) Name and describe **FIVE** types of rooms that can be found in a hotel. **(15 marks)**

## **SECTION B (Answer any TWO questions) 40 Marks**

### **QUESTION 2**

You have been appointed the Executive Housekeeper for Kiziwi Guest House, explain **TEN** factors that you will consider when purchasing cleaning detergents. **(20 marks)**

### **QUESTION 3**

- a) Explain **TEN** reasons why housekeeping department is important in a hotel. **(10 marks)**
- b) Highlight **TEN** qualities that are important for any housekeeping staff. **(10 marks)**

### **QUESTION 4**

Name and describe **FIVE** classes of cleaning agents. **(20 marks)**

### **QUESTION 5**

Explain factors that are important when doing the following:

- a) Disposing of waste materials. **(10 marks)**
- b) Storing of cleaning equipment. **(10 marks)**