



# **TECHNICAL UNIVERSITY OF MOMBASA**

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**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**  
**DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT**  
**UNIVERSITY EXAMINATION FOR THE:**  
**DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT**  
**(CCA J16)**

**BHC 1106: ACCOMMODATION OPERATIONS**  
**END OF SEMESTER EXAMINATION**

**SERIES: DECEMBER 2016**

**TIME: 2 HOURS**

**DATE: 6 DECEMBER 2016**

## **Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

This paper consists of five questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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## **SECTION A (Answer all the questions)**

- a) **QUESTION ONE ( 30 MARKS )**
- b) Explain the meaning of the term operations (2marks)
- c) Outline **SIX** attributes of a housekeeper (6marks)
- d) Discuss **FIVE** duties of a housekeeper (10 marks)
- e) Explain **SIX** previous preparation duties of a room maid just before cleaning a guest room (12marks)

## **SECTION B (Answer only TWO questions)**

### **QUESTION TWO (20 MARKS)**

- a) Explain the meaning of the term cleaning (2marks)
- b) Outline **SIX** factors to consider in selection of cleaning methods (6marks)
- c) Differentiate between ordinary and electronic locking system in accommodation establishments (12marks)

### **QUESTION THREE (20 MARKS)**

- a) Explain any **THREE** methods used when removing dust from surface during a cleaning procedure (3marks)
- b) Describe the procedure of cleaning a vacated room (7marks)
- c) Name a least **THREE** types of floor finishing found in accommodation establishments (3marks)
- d) Discuss the general care of polished wood (7marks)

### **QUESTION FOUR (20 Marks)**

- a) Explain **FIVE** causes of fire in accommodation establishment (10marks)
- b) Discuss **FIVE** personal hygiene measures applicable during housekeeping operations (10 marks)

### **QUESTION FIVE (20 MARKS)**

- a) Identify at least **SIX** cleaning equipment and tools that a room maid may require while cleaning a vacated room and bathroom( 6marks)
- b) Define the term accidents( 2 marks)
- c) Discuss **SIX** causes of slips and falls during housekeeping operations (12marks)

