



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT

(CCAM J16)

BHC 1106: ACCOMMODATION OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: 6th 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.

SECTION A (Answer all the questions)

QUESTION ONE (30 MARKS)

a. Define the following terms as used in accommodation operations (5marks)

- I. Hygiene
- II. Cleaning
- III. Striping
- IV. Buffing
- V. Scrubbing

b. Name **FIVE** housekeeping staff that may be found in a commercial accommodation established (5marks)

c. Outline **SIX** attributes of a housekeeper (6marks)

- d. Highlight **FIVE** factors to consider when planning decorations in a guest room (5mks)
- e. Distinguish between commercial and welfare accommodation establishment giving example of each (4marks)
- f. Explain **FIVE** reason for observing personal hygiene during operations (5marks)

SECTION B (Answer only TWO questions)

QUESTION TWO (20 MARKS)

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

QUESTION THREE (20 Marks)

- a. Outline **FOUR** causes of cuts and abrasion in housekeeping (4marks)
- b. Explain **SIX** methods of waste disposal (6marks)
- c. Discuss **FIVE** ways of preventing accidents in housekeeping (10marks)

QUESTION FOUR (20 MARKS)

- a Highlight **FIVE** main functions of housekeeping department (5marks)
- b. Name **FIVE** types of cloths used during cleaning (5marks)
- c. Classify **FIVE** cleaning agents (10marks)

QUESTION FIVE (20 MARKS)

- a. Name **FOUR** types of brushes commonly used in housekeeping (4marks)
- b. Outline **SIX** factors to keep in mind while buying a detergent (6marks)
- c. Discuss **FIVE** duties of a housekeeper (5marks)

tum