

# **TECHNICAL UNIVERSITY OF MOMBASA**

**FACULTY OF HUMANITIES & SOCIAL SCIENCE**

**DEPARTMENT OF HOSPITALITY & TOURISM**

**CERTIFICATE IN CATERING AND ACCOMMODATION**

**UNIT: BHC 1106 ACCOMODATION OPERATION  
THEORY**

**CLASS: CCAM 15**

**TIME: 2 HOURS**

## **INSTRUCTIONS:**

- This paper consists of **TWO** Section A & B
- Section A is compulsory
- Answer Any **TWO** questions from this section B.

**SECTION A COMPULSORY (30MARKS)**

1. (a) In any residential establishment there are three departments, particularly concerned with accommodation. Discuss. **(18marks)**
- (b) Define the term housekeeping **(2marks)**

**SECTION B. Answer any TWO of the question from this section. (40MARKS)**

2. Fabrics are used on a great variety of ways throughout a residential establishments. Discuss. **(20marks)**
3. The ensuite is the V.I.P room describe the soft furnishings included in the room. **(20marks)**
4. Describe the room rating on the five star Hotel including these functions. **(20marks)**
5. Describe the functions of the linen room as a central depot for all linen in the establishment. **(20marks)**