



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION
(CCA)

BHC 1106: ACCOMMODATION OPERATIONS I

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

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 Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Define the following terms as used in accommodation operations: **(15 marks)**
- i) Housekeeping
 - ii) Hygiene
 - iii) Safety
 - iv) Cleaning agent
 - v) Cleaning schedule
- b) Name and explain **TEN** importances of housekeeping in hotel operations. **(15 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Explain **TEN** roles played by a room attendant in hotels. **(10 marks)**
- b) Highlight **TEN** reasons why the front office is important in the day to day running of accommodation operations. **(10 marks)**

QUESTION 3

- a) Name **TEN** ways of ensuring proper care and maintenance for cleaning equipment. **(10 marks)**
- b) Explain **TEN** rules of personal hygiene expected of a housekeeping staff. **(10 marks)**

QUESTION 4

- a) Briefing is an important process before the start of housekeeping work. Explain **TEN** types of information exchanged during that time. **(10 marks)**
- b) Highlight **TEN** safety precaution measures that are important during cleaning process. **(10 marks)**

QUESTION 5

- a) Explain **TEN** factors to consider when choosing a cleaning agent. **(10 marks)**
- b) Explain **FIVE** purposes of using cleaning agents. **(10 marks)**