



# **TECHNICAL UNIVERSITY OF MOMBASA**

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION  
(CCA)

**BHC 1106: ACCOMMODATION OPERATIONS II**

SUPPLEMENTARY/SPECIAL EXAMINATIONS

**SERIES:** JULY 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) Explain how the following departments are important to the accommodation department in its day to day operations:
- i)** Maintenance department
  - ii)** Laundry department
  - iii)** Stores
  - iv)** Security department
  - v)** Front office department
- (10 marks)**
- b) State **SIX** reasons why it is necessary to use cleaning agents during cleaning in housekeeping. **(6 marks)**
- c) Name any **SEVEN** cleaning equipment and state its function. **(14 marks)**

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

**QUESTION 2**

- a) With the use of examples, explain the **THREE** main categories of cleaning agents. **(12 marks)**
- b) State **EIGHT** practices which are important in ensuring environmental hygiene in hotels. **(8 marks)**

**QUESTION 3**

- a) Explain **TEN** measures that are important to ensure proper care and maintenance for cleaning equipment. **(10 marks)**
- b) Highlight **TEN** steps that are important in the process of cleaning a toilet. **(10 marks)**

**QUESTION 4**

- a) Highlight **EIGHT** reasons why it is important to use a chamber maid's trolley during cleaning. **(8 marks)**
- b) Explain **SIX** principles of personal hygiene. **(12 marks)**

**QUESTION 5**

- a) Explain **TEN** important tasks that are important during a turndown service in a great room. **(10 marks)**
- b) Describe **TEN** roles of the housekeeping manager that are important in ensuring smooth running of the accommodation department. **(10 marks)**