



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE: DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

DCAM S24

UNIT CODE: HHC 2104 ACCOMMODATION OPERATIONS THEORY

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME:2HOURS

DATE: APRIL 2025

Instructions to Candidates

You should have the following for this examination

-*Answer Booklet, Examination paper 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 (COMPULSORY) 30 MARKS. Answer all the questions.

QUESTION ONE

- a) Outline any four importance of the Housekeeping department. **(4marks)**
- b) Highlight the two types of accommodation establishments giving three examples in each case. **(4marks)**
- c) Draw a well labelled diagram of a large scale organizational structure in the housekeeping department stating **one** duty in each case. **(14marks)**
- d) Explain the following cleaning methods.
 - i) Dry cleaning **(2marks)**

- ii) Spot cleaning (2marks)
- ii) Scrubbing (2marks)
- iv) Sweeping (2marks)

SECTION B Answer Any TWO Questions

40 MARKS

QUESTION 2

- a) Identify and explain the uses of any five manual equipment in the housekeeping department. (10marks)
- b) Explain any Five points to consider in selecting cleaning agents. (10marks)

QUESTION THREE

- a) Describe the Two categories of seals. (4marks)
- b) Explain five factors to consider in selecting surface finishes. (10marks)
- c) Outline any six unsafe practices that may lead to fire outbreak in the Hotel premises. (6marks)

QUESTION FOUR

- a) State any four reasons for the development of Pests in the Accommodation establishment. (4marks)
- b) Identify and describe any five common accidents in Housekeeping stating the immediate first aid steps in each case. (10marks)
- c) Explain three roles of furniture and furnishings in a room. (6marks)

QUESTION FIVE

- a) Describe four personal attributes of the Housekeeping staff. (8marks)
- b) Key control is of critical importance to the hotel guests and employees, describe four types of hotel keys. (12marks)