



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:
DIPLOMA IN CATERING AND ACCOMMODATION M 24
HHC 2104: ACCOMMODATION OPERATIONS THEORY
END OF SEMESTER EXAMINATION
SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date Dec 2024

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 Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions) 30 POINTS

QUESTION ONE

- a) Define the following terms as used in housekeeping. (8 marks)
- a) House keeping
 - b) SOP in housekeeping
 - c) Detergent

- d) Waste Disposal
- b) State **FOUR** for reasons for cleaning in Housekeeping Department. (8 marks)
- c) List **FOUR** areas for cleaning in the Public Area of Accommodation establishment. (4 marks)
- d) Discuss any **FIVE** safety measures to observe when carrying out housekeeping activities. (5 marks)
- e) State and briefly explain **FIVE** attributes of a housekeeping staff. (5 marks)

SECTION B 40 MARKS (Answer only TWO questions)

QUESTION TWO (20 MARKS)

- a) Discuss **FIVE** points to consider when choosing a Surface Finish. (10 marks)
- b) Using clear examples, classify cleaning Equipment in Housekeeping and in each case state their use. (10 marks)

QUESTION THREE (20 MARKS)

- a) Giving reasons, describe the procedure of the following cleaning methods. (10 marks)
 - a) Dusting
 - b) Scrubbing
- b) Identify any **FIVE** supplies for a guest room and explain their use. (5 marks)

QUESTION FOUR (20 MARKS)

- a) Using a clear illustration, explain staff organization structure in accommodation establishment, (12marks)
- b) Explain any **FIVE** functions of furniture in a room. (8marks)

QUESTION FIVE (20 MARKS)

- a) List any **FOUR** accidents that may occur in housekeeping and briefly explain precautionary measures to undertake. (8 marks)
- b) Identify any **SIX** items in Housekeeper's trolley and explain their use. (12 marks)