



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
SUP/SPEC EXAMINATION

SERIES: MARCH 2025

TIME: 2 HOURS

DATE: Pick Date Mar

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) Briefly explain the following terms in housekeeping. (8 marks)
- a) Sweeping
 - b) suite
 - c) Vacuum
 - d) Vanity tray
- b) Give any **FOUR** importance of learning First Aid in Housekeeping. (4 marks)

- c) List **FOUR** areas for cleaning in the Public Area of Accommodation establishment. (4 marks)
- d) State and briefly explain **FOUR** attributes of a housekeeping staff. (8 marks)
- e) Using examples classify waste produced in hotel set up. (6 marks)

SECTION B 40 MARKS (Answer only TWO questions)

QUESTION TWO (20 MARKS)

- a) Discuss the importance of housekeeping department in accommodation establishments. (8 marks)
- b) State and explain the importance of interior decoration in housekeeping (12 marks)

QUESTION THREE (20 MARKS)

- a) State and briefly discuss any **FOUR** reasons for cleaning in housekeeping. (8 marks)
- b) Briefly describe the procedure of cleaning a guest for a new guest. (12 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the role of the following housekeeping staff. (10 marks)
 - a) Supervisor
 - b) Room Attendant
- b) Discuss any **FIVE** factors to consider when buying housekeeping equipment (10 marks)

QUESTION (20 MARKS)

- a) Outline any **FOUR** measures that will ensure the accommodation facility is free from pests. (8 marks)
- b) Identify **FOUR** major causes of accidents while undertaking housekeeping activities and explain their causes (12 marks)