



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN CATERING AND ACCOMMODATION J 23

HHH 2204: HOUSEKEEPING AND ACCOMMODATION MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: Pick Date APRIL

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) Explain the following terms as used in Housekeeping. (10 mks)
 - i. Performance Approval

- ii. House Keeping Day
- iii. Leadership
- iv. Job Specification
- v. Contract Cleaning
- b) Outline any **FIVE** supervisory duties of an executive housekeeper. (5 mks)
- c) State the priority used when cleaning rooms in housekeeping. (5 mks)
- d) Outline **FIVE** advantages budgeting in Housekeeping Department. (5 mks)
- e) State the roles of a Night Supervisor in Housekeeping department. (5 mks)

SECTION B 40 MARKS (Answer only TWO questions)

QUESTION TWO (20 MARKS)

- a) Discuss any **FIVE** activities that takes place in the morning shift of a daily routine. (10 mks)
- b) Explain the **FOUR** steps in training in Housekeeping management. (10 mks)

QUESTION THREE (20 MARKS)

- a) Discuss **FOUR** advantages of teamwork in Housekeeping Management.(8 marks)
- b) Briefly discuss the steps Housekeeping management should follow when outsourcing for a particular service. (12 mks)

QUESTION FOUR (20 MARKS)

- a) Discuss **FIVE** types of guest complaints that employees in a hotel come encounter.(10 marks)
- b) Briefly discuss **FIVE** duties of a Public Area Supervisor. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss **FOUR** basic Communication Systems in housekeeping department. (8 marks)
- b) Discuss **THREE** types of shifts the executive supervisory can use when scheduling employees for duty.(6 marks)
- c) State and explain any **FOUR** registers maintained by housekeeping control desk. (4 marks)