



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 ACCOMMODATION MANAGEMENT

SUP/SPEC EXAMINATION

SERIES: JULY 2025

TIME: 2HOURS

DATE: Pick DateJul 25

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. AttemptChoose instruction.

Do not write on the question paper.

SECTION A 30 MARKS (Answer all the questions)

QUESTION ONE

- a) Define the following terms as used in Housekeeping (12 marks)
- Housekeeping Day
 - Purchasing

- iii. Training
- iv. Motivation
- v. Daily Routine
- vi. Capital Expenses

- a) Identify **FIVE** areas in House Keeping where services may be offered on contract basis. (5 marks)
- b) State **FOUR** sections of Housekeeping department. (4 marks)
- c) Give **FOUR** advantages of budgeting in House Keeping. (4 marks)
- d) Identify **FIVE** types of interviews performed during recruitment of employees. (5 marks)

SECTION B 40 MARKS

Answer only TWO questions

QUESTION TWO (20 MARKS)

- a) Discuss **SIX** functions of Performance Appraisal in House Keeping Management. (10 marks)
- b) State and briefly explain the **FOUR** types of leadership. (6 mks)
- c) Explain the lost and found procedure. (4 marks)

QUESTION THREE (20 MARKS)

- a) Explain **FIVE** ways in which a supervisor can handle guest complaints. (10 mks)
- b) State and briefly explain **FIVE** types of registers maintained by Housekeeping Department. (10 mks)

QUESTION FOUR (20 MARKS)

- a) Briefly outline the procedure of cleaning the hotel guest room. (8 marks)
- b) Discuss **SIX** causes of accidents in the hotel housekeeping department.(12 marks)

QUESTION FIVE (20 MARKS)

- a) Explain any **FIVE** roles of GRAs in housekeeping. (10 marks)
- b) Discuss **FIVE** factors that will determine the frequency of cleaning in housekeeping. (10 marks)