



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:
CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT CCAM S24
ACCOMMODATION OPERATIONS THEORY

UNIT CODE: BHC 1106

SPECIAL & SUPPLEMENTARY EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: ~~Pick Date~~ JULY 2025

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 **question ONE (Compulsory) and any other TWO questions.**

Do not write on the question paper.

SECTION A (Answer all the questions.)

(30 Marks)

QUESTION ONE

- a) Outline **five** duties of room attendants. **(5marks)**
- b) List down **Five** objectives of hotel housekeeping. **(5marks)**
- c) Give four reasons for cleaning **(4marks)**
- d) Describe three basic properties of detergents **(6marks)**
- e) Explain five factors to consider while choosing cleaning agents. **(10marks)**

SECTION B (Answer only TWO Questions.)

(40marks)

QUESTION TWO

- a) State eight characteristics of a good polish. **(8 marks)**
- b) Identify six cleaning equipment in housekeeping and mention one function of each.
(12marks)

QUESTION THREE

- a) State eight principles of cleaning. **(8marks)**
- b) Explain six factors to consider in selection of seals. **(12marks)**

QUESTION FOUR.

- a) State six factors to consider when determining frequency of cleaning an area. **(6marks)**
- b) Explain seven precautions that can be taken by hotels to prevent fire. **(14marks)**

QUESTION FIVE

- a) Give **TEN** reasons why an organizational structure of the housekeeping department is an important tool of management. **(10marks)**
- b) Explain five factors to consider in selecting surface finishes. **(10marks)**