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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 M24

ACCOMMODATION OPERATIONS THEORY I

UNIT CODE: BHC 1106

SUPPLIMENTARY/SPECIAL EXAMINATIONS EXAMINATION

SERIES: MARCH 2025

TIME:2HOURS

DATE:Pick DateMARCH 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) State any five types of commercial accommodation establishments. **(5marks)**
- b) Outline five importance of Accommodation establishments. **(5marks)**
- c) State five importance of surface finishes. **(5marks)**
- d) List five functions of public area supervisor. **(5marks)**
- e) Explain five attributes of housekeeping staff. **(10marks)**

SECTION B (Answer only TWO Questions.)

(40marks)

QUESTION TWO

- a) Outline six functions of seals. **(6marks)**
- b) Explain seven factors to consider in selecting cleaning equipment and tools. **(14marks)**

QUESTION THREE

- a) Outline six previous preparation activities a head of cleaning **(6marks)**
- b) Explain seven factors to consider in selection of cleaning agents. **(14marks)**

QUESTION FOUR

- a) State six factors to consider when determining frequency of cleaning an area. **(6marks)**
- b) Explain any Seven methods of cleaning. **(14marks)**

QUESTION FIVE

- a) Identify any six security measures in hotel establishment. **(6marks)**
- b) Explain seven precautions that can be taken by hotels to prevent fire. **(14marks)**