



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

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME:2HOURS

DATE:Pick DateDECEMBER 2024

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 using cleaning agents. **(10marks)**

SECTION B (Answer only TWO Questions.)

(40marks)

QUESTION TWO

a) Explain five qualities of a good housekeeping staff **(10 marks)**

b) Identify five housekeeping equipment and mention one function of each. **(10 marks)**

QUESTION THREE

a) State eight principles of cleaning. **(8marks)**

b) Explain six factors to consider in selection of seals. **(12marks)**

QUESTION FOUR.

a) Key control is of critical importance to the hotel guests and employees, describe four types of hotel keys. **(12marks)**

b) State eight characteristics of a good polish. **(8marks)**

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)**