



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

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME:2HOURS

DATE:Pick DateAPRIL

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) Give five examples of commercial accommodation establishment. **(5marks)**
- b) Identify any five housekeeping equipment and mention one function of each. **(10 marks)**
- c) Give five reasons why an organizational structure of the housekeeping department is an important tool of management. **(5marks)**

d) Identify five roles of housekeeping manager. (5 marks)

e) Give five rules to be followed by the accommodation staff while working on a guest floor.

(5 marks)

SECTION B (Answer only TWO Questions.)

(40marks)

QUESTION 2

a) Explain any five methods of cleaning. (10marks)

b) Explain five factors to consider in using cleaning agents. (10marks)

QUESTION 3

a) Identify any six security measures in hotel establishment. (6marks)

b) State three advantages and disadvantages of soap detergents. (6marks)

c) Identify and describe any four types of keys that can be used in hotels. (8marks)

QUESTION 4

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

b) Identify six previous preparation duties a head of cleaning a guest room. (6 Marks)

c) Differentiate between;

i)High dusting and Low dusting (2marks)

ii) Dry dusting and Damp dusting (2marks)

QUESTION 5

a) List down **Five** objectives of hotel housekeeping. (5marks)

b) Identify **Five** causes of fire in the hotel establishment (5marks)

c) Explain **five** factors to consider in choosing surface finishes (10marks)