



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF: BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BSTM S22)

UNIT CODE:HHH 4305 UNIT NAME: HOUSEKEEPING AND
ACCOMMODATION MANAGEMENT
END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME:2HOURS

DATE: Pick Date Dec2024

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 POINTS

QUESTION ONE

- a) Highlight **TEN** responsibilities of executive housekeeper (10 Marks)
- b) Outline the laundry process (10 marks)
- c) Explain **FIVE** importance of housekeeping department (10 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain **FIVE** factors to put into consideration while planning for landscaping (10 Marks)
- b) Discuss **FIVE** manual equipment used for cleaning (10 marks)

QUESTION THREE

- a) Describe **FIVE** methods used in scheduling employees in housekeeping department (10 marks)
- b) Explain **FIVE** general properties of textile fibres (10 marks)

QUESTION FOUR

- a) State any **TWO** advantages of on-premise laundry 2 marks
- b) Discuss **FOUR** classification of guest supplies (8 Marks)
- c) Explain **FIVE** importance of having preventive maintenance in a hotel operation (10 marks)

QUESTION FIVE

- a) Describe the daily cleaning of a lobby (10 marks)
- b) Explain **FIVE** elements of design (10 marks)