



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

SUPPLEMENTARY/SPECIAL EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 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 POINTS

QUESTION ONE

- a) Explain **FIVE** responsibilities of housekeeping department (10 marks)
- b) With the aid of a diagram, describe the organizational structure of a housekeeping department in a small hotel (10 marks)
- c) Highlight five responsibilities of a public area supervisor (5 marks)
- d) Electrical systems are vital not only for lighting but also for various hotel operations. Identify **FIVE** critical areas to consider in the preventive maintenance of electrical systems. (5 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain **FIVE** points to put into consideration when maintaining the lawn (10 Marks)
- b) Describe **THREE** methods that can be used to treat and dispose waste in hotels (6 marks)

c) Explain the classification of waste in hotels

(4 marks)

QUESTION THREE

a) Describe the planning process in housekeeping department

(14 Marks)

b) Discuss the classification of Fibers

(6 Marks)

QUESTION FOUR

a) Discuss **FIVE** types of cleaning agents used in housekeeping

(10 marks)

b) Explain **FIVE** principles of design

(10 marks)

QUESTION FIVE

a) Describe **FIVE** mechanical equipment used in housekeeping

(10 marks)

b) Explain **FIVE** manual methods of cleaning

(10 marks)