



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF:

BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY MANAGEMENT (BTHMS 23)

HHH 4207: ACCOMMODATIONS MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2HOURS

DATE: Pick Date April 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) Describe the organizational structure and key functions of the housekeeping department in a hospitality establishment. Provide a detailed explanation of how its structure supports efficient operations. **(10 marks)**
- b) Explain the importance of Standard Operating Procedures (SOPs) in housekeeping operations in a hospitality establishment. **(8 marks)**
- c) Identify various types of housekeeping equipment used in hospitality operations and explain the importance of their proper maintenance in ensuring efficiency and longevity. **(8 marks)**
- d) Distinguish between the following as applied in accommodation operations, highlighting their purpose and significance ;
 - i) OSHA (Occupational Safety and Health Act)

SECTION B (Answer only TWO questions)

QUESTION TWO

Discuss the role of the housekeeping department in the upkeep and maintenance of hospitality facilities. In your answer, explain how housekeeping contributes to the longevity of assets, guest satisfaction, and overall operational efficiency. **(20 marks)**

QUESTION THREE

With relevant examples, discuss the key components of a housekeeping budget and analyze their significance in effective financial planning and operational efficiency within a hospitality establishment. **(20 marks)**

QUESTION FOUR

Evaluate the procedures for linen and uniform control in a hospitality establishment and analyze the key aspects of effective laundry management. In your discussion, highlight best practices that ensure efficiency, cost-effectiveness, and quality maintenance. **(20 marks)**

QUESTION FIVE

Assess the impact of housekeeping on facility renovation and sustainability in a hospitality establishment. In your response, discuss how housekeeping practices contribute to the longevity of facilities, resource conservation, and environmental sustainability. **(20 marks)**