



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: ACCOMODATIONS MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2HOURS

DATE: Pick DateJul2025

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 the role of housekeeping in maintaining guest satisfaction in an accommodation facility **(8 marks)**
- b)
 - i) Describe the importance of linen and uniform control procedures in hotel operations. **(5marks)**
 - ii) Explain how these procedures contribute to efficiency and cost management? **(5 marks)**
- c)
 - i) Assess the potential health risks associated with improper handling of cleaning chemicals in the housekeeping department **(6 marks)**
 - ii) Describe how to prevent them. **(6 Marks)**

SECTION B (Answer only TWO questions)

QUESTION TWO

A hotel is experiencing delays in room cleaning and guest complaints about service inconsistency. As a housekeeping supervisor, design an improved workflow and task allocation strategy to enhance efficiency and guest satisfaction. **(20 Marks)**

QUESTION THREE

- a) Identify common hazards in housekeeping operations and discuss preventive measures that can be implemented to ensure workplace safety. **(8 Marks)**
- b) Analyze the role of risk assessments and safety training in minimizing workplace accidents in the housekeeping department. Provide relevant examples. **(12 Marks)**

QUESTION FOUR

Evaluate the common budgeting challenges faced in housekeeping department and propose strategic solutions to address them. Include recommendations on forecasting, expense tracking, and resource allocation **(20 marks)**

QUESTION FIVE

- a) Explain by examples common maintenance concerns that housekeeping staff may encounter and they can report them to the respective department **(5 marks)**
- b) Describe how housekeeping staff contribute to sustainability efforts in hotels. **(5 marks)**
- c) Describe the responsibilities of housekeeping staff in ensuring compliance with health and safety regulations. **(5 marks)**
- d) Explain how housekeeping staff duties impact overall guest experience and operational efficiency in an accommodation facility. **(5 marks)**