



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION

(CCA S12)

BHC 1113: ACCOMMODATION OPERATIONS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain the roles of the following accommodation staff:
- i) Uniform room attendant
 - ii) Linen room attendant
 - iii) Housemen
 - iv) Floor supervisor
 - v) Head gardener
- (10 marks)**
- b) Explain **FIVE** ways on how the accommodation department relates with Front office department in the hotel industry. **(10 marks)**
- c) Explain **FIVE** principles of environmental hygiene that help in protecting our surrounding. **(10 marks)**

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

- a) Discuss **FIVE** purposes of using cleaning agents. **(10 marks)**
- b) Describe the procedures of entering an occupied guest room. **(10 marks)**

QUESTION 3

- a) Discuss **FIVE** factors to consider while selecting cleaning agents. **(10 marks)**
- b) Explain **FIVE** factors to consider when cleaning. **(10 marks)**

QUESTION 4

Discuss the procedures of cleaning a guest room. **(20 marks)**

QUESTION 5

- a) Discuss **FIVE** importance of chamber maids trolley. **(10 marks)**
- b) Explain the term “Dirty dozen” and give **SEVEN** examples of such areas. **(10 marks)**