



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT
(CCA J12)

BHC 1206: ACCOMMODATION OPERATIONS PRACTICE

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

Planning Time : 2 Hours
Previous Preparation : 1 Hour
Actual Practical Session : 3 Hours

➤ ***This paper consists of FIVE printed pages.***

INSTRUCTIONS:

1. Select your questions by ballot.
2. Candidate's Name, Student Number, Name of Institution, the day and date of the examination as well as the question number must be written on the first page.
3. The plan should be written in duplicate. The list of equipments and cleaning materials should be written in triplicate.
4. Hand in the original plan of work and one list of equipments and materials. The candidate retains the duplicate copy of work and one list of equipments and materials.
5. The plan of work should include the following:
 - a) Previous preparation
 - b) List of tasks to be covered
 - c) Requisition for equipment and cleaning materials required.
 - d) List of any other items which will be required for the test.
 - e) Timing and order of work to be followed by the candidate.
 - f) Demonstration notes
6. At the end of the practical, the candidate is expected:
 - a) To leave the cleaned and used rooms/area in good condition
 - b) Return equipment and cleaning materials to the store after they have been checked
 - c) Ensure that no losses or damages are caused to the residents property. Should any of this happen notify the relevant authority.

TEST ONE

You are a cleaner employed in an University Hall of Residence. Plan and carry out the following:

- a) Daily clean a student's room, a toilet and corridor.
- b) Carry out weekly cleaning activities.
- c) i) Carry out demonstrations as follows:
 - Special clean an oil painted wall
 - Special clean a metal surface
 - Removal of chewing gum stain from handkerchiefs for nursery school children.
- ii) Present a room as per the rota below:
 - Monday - Two Christian students
 - Tuesday - Two Asian students on exchange programme
 - Wednesday - Two student union officials
 - Thursday - Two Muslim students
 - Friday - Two Engineering students

TEST TWO

You are a room steward employed in a Hotel. Plan and carry out the following:

- a) Daily clean guest room, a toilet and corridor
- b) Carry out weekly cleaning activities.
- c) i) Carry out demonstrations as follows:
 - Clean a toilet bowl
 - Special clean ceramic wall tiles
 - Laundering a chef's shirt
- ii) Present a room as per the rota below:
 - Monday - Two sports tourists
 - Tuesday - Two Very Important Persons (VIP)
 - Wednesday - A couple on Honeymoon
 - Thursday - Two nature tourists
 - Friday - Two Reggae Musicians

TEST THREE

You are a cleaner working in a conference centre. Plan and carry out the following

- a) Daily clean the conference room, a toilet and corridor.
- b) Carry out weekly cleaning, activities.
- c) i) Carry out demonstrations as follows:
 - Special clean a wash hand sink
 - Special clean a wooden surface
 - Laundering male cotton long trousers.
- ii) Present the conference room as per the rota below:
 - Monday – M-Swari launch meeting
 - Tuesday - Award of University Charter Staff Party
 - Wednesday – Airtel Executive Seminar
 - Thursday – Electoral Commission staff workshop
 - Friday – Birthday party

TEST FOUR

You are a cleaner working in a hospital. Plan and carry out the following:

- a) Daily clean a room, toilet and corridor
- b) Carry out weekly cleaning activities
- c) i) Carry out demonstrations as follows:
 - making a bed for the sick
 - cleaning a glass surface
 - Remove fresh fruit stain from cotton table napkin.
- ii) Present the sick room as per the rota below:
 - Monday – Two sickroom children
 - Tuesday – Two expectant ladies
 - Wednesday – Two patients from royal family
 - Thursday – Two nursing mothers
 - Friday – Two bedridden patients

TEST FIVE

You are a cleaner working in an urban guest house.

- a) Daily clean the guestroom, a toilet and corridor
- b) Carry out weekly cleaning activities.
- c) i) Carry out demonstrations as follows:
 - Special clean the stair case
 - Special clean a plastic surface
 - Finishing cotton white bed-sheet
- ii) Present a bedroom as per the rota below:
 - Monday – Two doctors room
 - Tuesday – Two Christian preachers
 - Wednesday – Two government officials
 - Thursday – Two business ladies
 - Friday – Two secular music artists