



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION
(CCA J12)

BHC 1206: ACCOMMODATION OPERATIONS PRACTICE

END OF SEMESTER EXAMINATIONS
MARKING SCHEME
APRIL 2013
TIME: **3 HOURS**

CANDIDATES NAME :

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STUDENT NO :

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ID NO :

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DATE :

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QUESTION NO. :

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EXAMINERS NAME :

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SECTION A

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
1.	PLAN OF WORK	36		
a)	Introduction – Question requirements – Venue introduction – function	2 2 2		
b)	Previous preparation (identification of previous preparation necessary for the test)	2		
c)	Work to be covered	3		
d)	List of equipments and materials	3		
e)	List of other requirements	2		
f)	Order of work (logical sequencing)	5		
g)	Timing for task	3		
h)	Demonstration notes	8		
	– Format	1		
	– Introduction	2		
	– Requirements	1		
	- Methods explained	4		
i)	Presentation of plan	4		
	– Instructions followed	2		
	- Neatness	2		
2.	WORK ORGANISATION	13		
a)	Previous preparation	7		
	– Equipment and materials collected	2		
	– Work water collected and heated	2		
	– Surface/work areas well prepared	2		
	– Rooms well aired	1		
b)	Setting up of work centres	6		
	– Equipment and materials	2 2		

	<ul style="list-style-type: none"> – Labeling of assembled equipment and materials – Cleaning/safety signs displayed 	2		
3.	OPERATIONAL SKILLS	2		
a)	Choice of correct equipments for tasks	2		
b)	Choice of correct materials for tasks	2		
c)	Use of correct methods for specific tasks			
	<ul style="list-style-type: none"> – Correct use of equipment – Correct use of materials – Systematic in carrying out work – Daily cleaning tasks – Weekly cleaning tasks 	2 2 3 4 4		
d)	Working following cleaning principles	6		
	<ul style="list-style-type: none"> – High dusting while protecting surfaces – Dry cleaning before wet cleaning operations – Dusting after sweeping 			
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	<ul style="list-style-type: none"> – Not stepping on wet areas – Not stepping on cleaned areas – Top to bottom 	1 1 1		
e)	Tidiness during work	3		
f)	Candidates ability to fellow plan for work	2		
4.	HYGIENE AND SAFETY	8		
	<ul style="list-style-type: none"> – Observing hygiene practices during work – Observing safety practices during work – Grooming of the candidates 	3 3 2		
5.	DEMONSTRATION SKILLS	14		
	<ul style="list-style-type: none"> – Demonstration at appropriate time – Introduction to demonstration – Well assembled equipment and materials – Ability to talk and show – Systematic presentation of facts – Confidence – Correct use of materials and equipment – Clearing after demonstration – Results of demonstration 	1 1 1 1 4 1 2 1 2		

	TEST ONE			
6.	FINAL RESULTS	87		
A.	i) General appearance of the room	2		
	ii) Daily cleaning of the room	19		
	– Dusting well done i.e doors, windows skirting board, wall, furniture, fittings	6		
	– Beds well made	2		
	– Waste paper basket emptied and lined cleaned	2 ½		
	– Floor mopped, rinsed and dried	1 ½		
	– Toilet/bathroom cleaned	5		
	– Corridor cleaned	2		
B.	WEEKLY CLEANING ACTIVITIES	10		
	– Corridor scrubbed	2		
	– Wood polished	2		
	– Floor polished	2		
	– Stains removed	2		
	– Metals polished	2		
C.	i) DEMONSTRATIONS	51		
	• Special cleaning oil painted wall	10		
	– Dry dusted from down upwards	2		
	– Damp dusted from down upwards	2		
	– Rinsed from up downwards	2		
	– Stains removed methodically	2		
	– Rinsed well	1		
	– Dried well	1		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	• Special cleaning a metal surface	7		
	– Dry dusted	1		

	<ul style="list-style-type: none"> – Damp dusted – Application of the polish – Rub after 2 minutes – Rinse the polish – Metal dried 	<p>1 2 1 1 1</p>		
	<ul style="list-style-type: none"> • Removal Of Chewing Gum Stain From Handkerchiefs For Nursery Schoolchildren 	13		
	<ul style="list-style-type: none"> – Early pre-prep of ice cubes – Confirm the fabric and the stain – Chill with ice cubes – Repeat as many times – Lift of excess stain – Wash in cold detergent water – Rinse thoroughly until free from detergent – Final rinse in star soft (conditioners) – Drip dry using pegs 	<p>1 2 1 1 1 2 1 2 2</p>		
	ii) Presentation of the rooms	21		
	<ul style="list-style-type: none"> – Appropriate arrangement of furniture – Décor as per the test – Relevant stationery /literature – Flower arrangement – Fruit basket and refreshments – Clean, pressed linen – Relevant items in the bedroom – Matching bedcovers – Relevant toilet suppliers and decos – Extra effort in cleaning and presenting the room 	<p>2 2 2 2 4 2 2 1 2 2</p>		
D.	FINAL CLEARING	5		
	<ul style="list-style-type: none"> • Equipments well cleaned and displayed • Materials containers wiped and lids replaced • Cleaning competed 			

SCORE SHEET

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
1.	PLAN OF WORK	36		
2.	WORK ORGANISATION	13		
3.	OPERATIONAL SKILLS	30		
4.	HYGIENE AND SAFETY	8		
5.	DEMONSTRATION SKILLS	14		
6.	FINAL RESULTS	87		
	TOTAL	188		
	PERCENTAGE	100		

Comments on the work of the candidate:

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DECLARATION

I the undersigned certify that this is a true assessment of the candidate's final work carried out under my supervision.

Examiner's Name:.....

Signature:

Date:.....

	TEST TWO	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	DESCRIPTION			
6.	FINAL RESULTS	87		
A.	i) general appearance of the room	2		
	ii) Daily cleaning of the room	19		
	– Dusting well done i.e doors, windows, skirting board, wall, furniture, fittings	6		
	– Beds well made	2		
	– Waste paper basket cleaned and lined	2 ½		
	– Floor mopped, rinsed and dried	1 ½		
	– Toilet/bathroom cleaned	5		
	– Corridor cleaned	2		
B.	WEEKLY CLEANING ACTIVITIES	10		
	– Corridor scrubbed	2		
	– Wood polished	2		
	– Floor polished	2		
	– Stains removed	2		
	– Metals polished	2		
C.	i) DEMONSTRATIONS	51		
	• Cleaning a toilet bowl	13		
	– Airing done	1		
	– Toilet flushed	1		
	– Water pushed down the u-bend	1		
	– Harpic sprinkled and toilet covered	2		
		1		

	<ul style="list-style-type: none"> – Dry dusting well done – Damp dusting well done – Surfaces rinsed, disinfected and dried – Toilet bowl brushed and flushed 	2 3 2		
	<ul style="list-style-type: none"> • Special cleaning of ceramic wall tiles 	6		
	<ul style="list-style-type: none"> – Dry dusted – Damp dusted – Stains removed – Rinsed, dried , buffed 	1 1 1 3		
	<ul style="list-style-type: none"> • LAUNDERING A CHEF'S SHIRT 	11		
	<ul style="list-style-type: none"> – Inspect the article for harmful objects – Shake out the article – Wash in warm detergent water by friction method – More attention paid to heavily soiled areas eg. Collars – Wring the article – Rinse in cold water until all detergent is removed – Clean the clothing line using a wet clean cloth – Drip-dry holding the article from the heaviest parts 	1 1 2 2 1 1 1 2		
	ii) Presentation of the rooms	21		
	<ul style="list-style-type: none"> – Appropriate arrangement of furniture – Décor as per the test – Relevant stationery/literature 	2 2 2		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	<ul style="list-style-type: none"> – Flower arrangement – Fruit basket and refreshments – Clean pressed linen – Relevant items in the bedroom – Matching bedcovers – Relevant toilet suppliers and décor – Extra effort in cleaning and presenting the room 	2 4 2 2 1 2 2		
D.	FINAL CLEARING	5		
	<ul style="list-style-type: none"> • Equipment well cleaned and displayed • Materials containers wiped and lids replaced • Cleaning completed 	2 2 1		

SCORE SHEET

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6.	FINAL RESULTS	87		
	TOTAL	188		
	PERCENTAGE	100		

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	TEST THREE	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	DESCRIPTION			
6.	FINAL RESULTS	87		
A.	i) General appearance of the conference room	2		
	ii) Daily cleaning of the room	19		
	– Dusting well done i.e doors, windows, skirting board, wall, furniture, fittings,	6		
	– Waste paper basket emptied, cleaned and lined	2 ½		
	– Floor mopped, rinsed and dried	1 ½		
	– Toilet cleaned	5		
	– Corridor cleared	4		
B.	WEEKLY CLEANING ACTIVITIES	10		
	– Dry dusted	1		
	– Damp dusted	2		
	– Stains removed	1		
	– Cleaning the surroundings	1		
	– Rinsed with disinfected water	2		
	– Dried and buffed	2		
	i) DEMONSTRATIONS	51		
	• Special cleaning a wash hand sink	6		
	– Dry dusted	1		

	– Damp wiped	2		
	– Dried	1		
	– Polish sprayed and buffed	2		
	• Laundering male cotton long trousers	15		
	– Inspect the pockets of the trouser for any items	1		
	– Read the care label of trouser if any	1		
	– Checked the condition of the trouser e.g torn	1		
	– Prepare pre-wash water: cold water with no detergent, turn the trousers inside out	3		
	– 2 nd basin with cold water with detergent form lather, remove from the pre-wash, wring out excess water, shake out the trouser to open, put in detergent water	6		
	– Wash using friction method	1		
	– Rinse as many times, so as to remove detergent	1		
	– Clean the clothing line using a clean damp cloth	1		
	ii) Presentation of the room	21		
	– Appropriate arrangement of furniture	4		
	– Décor as per the test	3		
	– Relevant stationery/literature/equipment	4		
	– Flower arrangement	3		
	– Clean pressed linen	3		
	– Extra effort in cleaning and preparing the room	4		
	FINAL CLEANING	5		
	– Equipment well cleaned and displayed	2		
	– Materials' containers wiped and lids replaced	2		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	– Cleaning completed	1		

SCORE SHEET

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
1.	PLAN OF WORK	36		
2.	WORK ORGANISATION	13		
3.	OPERATIONAL SKILLS	30		
4.	HYGIENE AND SAFETY	8		
5.	DEMONSTRATION SKILLS	14		
6.	FINAL RESULTS	87		
	TOTAL	188		
	PERCENTAGE	100		

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Signature:

Date:.....

	TEST FOUR	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	DESCRIPTION			
6.	FINAL RESULTS	87		
A.	i) General appearance of the room	2		
	ii) Daily cleaning of the room	19		
	– Dusting well done i.e doors, windows, furniture, fittings, skirting boards, wall	6		
	– Beds well made	2		
	– Waste paper basket emptied and cleaned	2 ½		
	– Floor mopped, rinsed and dried	1 ½		
	– Toilet/bathroom cleaned	5		
	– Corridor Cleaned	2		
B.	WEEKLY CLEANING ACTIVITIES	10		
	– Corridor scrubbed	2		
	– Wood polished	2		
	– Floor polished	2		
	– Stains removed	2		
	– Metals polished	2		

C.	i) DEMONSTRATIONS	51		
	j) Making a bed for the sick	14		
	– Clean bed	1		
	– Clean well pressed linen	2		
	– Marking tosh placed at the middle of the mattress	2		
	– Bottom sheet placed right side facing upwards	2		
	– Topsheet placed right side facing downwards	2		
	– Mitred corners	2		
	– Pillow placed appropriately	1		
	– Bedspread used			
	k) Cleaning a glass surface	5		
	– Dry dusted	1		
	– Glass cleaned	1		
	– From outside then inside, top downwards	2		
	– Glass shined	1		
	l) Remove fresh fruit stain from cotton table napkin	11		
	– Confirm if stain is fresh fruit stain	1		
	– Prepare cold water in a basin and clean working area	2		
	– Spread the cloth on a surface, sponge with clean cloth and cold water until excess stain is removed	3		
	– Wash the article in cold detergent water by friction method	2		
	– Confirm that the stain is removed	1		
	– Rinse in cold water until free from detergent wring and put out to dry on a line using pegs	2		
	ii) Presentation of the room	21		
	– Appropriate arrangement of furniture	2		
	– Décor as per the test	2		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	– Relevant stationery/literature	2		
	– Flower arrangement	2		
	– Fruit basket and refreshments	4		
	– Clean pressed linen	2		
	– Relevant items in the bedroom	2		
	– Matching bedcovers	1		
	– Relevant toilet supplies and décor	2		
	– Extra effort in cleaning and presenting the room	2		
D.	FINAL CLEARING	5		
	m) Equipment well cleaned and displayed	2		
	n) Materials' containers wiped and lids replaced	2		
	o) Cleaning completed	1		

SCORE SHEET

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	TEST FIVE	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	DESCRIPTION			
6.	FINAL RESULTS	87		
A.	i) General appearance of the room	2		
	ii) Daily cleaning of the room	19		
	– Dusting well done i.e doors, windows, skirting board, wall, furniture, fittings	6		
	– Beds well made	2		
	– Waste paper basket emptied, cleaned and lined	2 ½		
	– Floor mopped, rinsed and dried	1 ½		
	– Toilet/bathroom cleaned	5		
	– Corridor cleaned	2		
B.	WEEKLY CLEANING ACTIVITIES	10		
	– Corridor scrubbed	2		
	– Wood polished	2		
		2		

	<ul style="list-style-type: none"> – Floor polished – Stains removed – Metals polished 	2 2		
C.	i) DEMONSTRATIONS	51		
	• Special cleaning of stair case floor	11		
	<ul style="list-style-type: none"> – Swept from one side – Dust collected – Divided twice lengthwise for cleaning – Scrubbed one half first – Rinsed, dried and polished – First part opened up and second part cleaned 	1 1 1 1 1 ½ 5 ½		
	• Special cleaning a plastic surface	5		
	<ul style="list-style-type: none"> – Dry dusted – Damp dusted – Lightly scrubbed if there are marks – Rinsed and dried 	1 1 1 2		
	• FINISHING COTTON WHITE BED-SHEET	14		
	<ul style="list-style-type: none"> – Presentation of a clean cotton white bedsheets – Prepare the ironing table with clean linen – Clean iron box – Use of cold water in a container or a steam iron to remove creases – Used a helper to pull the article diagonally both left and right to straighten the fabric – Used a chair to hold the bedsheets as it is ironed, starting with the double fold parts – Horizontally fold the bedsheets – Release a slip of the right-hand side and do the same with left-hand side – Fold into half, then to half again to make it easy for storage or distribution to the room. 	1 1 1 1 2 2 2 2 2		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	ii) Preservation of the rooms	21		
	<ul style="list-style-type: none"> – Appropriate arrangement of furniture – Décor as per the test – Relevant stationary/literature – Flower arrangements – Fruit basket and refreshments – Clean pressed linen – Relevant items in the bedroom – Matching bedcovers – Relevant toilet suppliers and décor – Extra effort in cleaning and presenting the room 	2 2 2 2 4 2 2 1 2 2		

D.	FINAL CLEANING	5		
	– Equipments well cleaned and displayed	2		
	– Materials' containers wiped and lids replaced	2		
	– Cleaning completed.	1		

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