



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION
(CCAM S12)

BHC 1113: ACCOMMODATION OPERATIONS

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 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) Define the following terms as used in housekeeping:
- i) Interior Décor
 - ii) Furniture
 - iii) Spot cleaning
 - iv) Fixtures
 - v) Furnishing
- (10marks)
- b) Explain at least FIVE reasons that makes each of the following Floor finishes common in building.
- i) Buildings
 - ii) Ceramic tiles
 - iii) Concrete
- (10marks)
- c) Highlight TEN safety and security measures that can be applied against the risk of fire outbreak.
- (10marks)

SECTION A(Answer Any Two questions) 40marks

QUESTION 2

- a) Identify and explain FIVE advantages that ceramic tiled floors have over other types of finishes.
- (10marks)
- b) Explain the maintenance procedures that are important to make carpets last longer and maintain their quality.
- (10marks)

QUESTION 3

You have been appointed the new housekeeping manager in an upcoming tourist hotel. Discuss how you would advise the management on factors to consider in choice of surface finishes for the various sections.

(20marks)

QUESTION 4

Discuss the disadvantages of the following materials used in floor finishing.

- i) Carpets
- ii) Concrete
- iii) Ceramic tiles
- iv) Rubber
- v) Wood

QUESTION 5

Discuss the different colour schemes used in interior décor.

(20marks)