



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION
(CCA A08)

HOUSEKEEPING OPERATION THEORY

FINAL EXAMS

SERIES: APRIL/MAY 2010.

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Answer **ALL** questions from Section **A** and **any TWO** questions from Section **B**.
3. Section A carries 30 marks,
Section B carries 40 marks.

SECTION A
(Answer **ALL** questions.)

Q.1 Explain the following:-

- (i) The meaning of waste and refuse. (4 marks)
- (ii) Any **TWO** importance of first aid. (2 marks)
- (iii) Explain any **FIVE** safety and security precautions to be observed in Housekeeping. (10 marks)
- (iv) Explain any **FIVE** safety and security requirements to be observed in Housekeeping. (10 marks)
- (v) Define the word pest, giving any **FOUR** examples. (10 marks)

SECTION B
Answer any **TWO** questions from this Section.

- Q.2 Explain any **FIVE** control measures that you may employ to control pests. (20 marks)
- Q.3
- (i) Define the word hazard.
 - (ii) Give any **FIVE** kinds of hazards occurring in Housekeeping.
 - (iii) Briefly explain the way you as the housekeeper would respond or handle hazards. (20 marks)
- Q.4 Explain the importance of safety and security in housekeeping. (20 marks)
- Q.5 What are the effects of pests on building? Explain any **FIVE** points. (20 marks)