



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF TECHNOLOGY IN HOTEL & HOSPITALITY MANAGEMENT

BHH 4105: HOUSEKEEPING OPERATIONS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

- a) Define the following concepts: **(2 marks each.)**
- i) Safety hazards
 - ii) Dirt.
 - iii) Linen room attendant
 - iv) Valet
- b) Discuss the factors to consider in determining cleaning frequency in a lobby area. **(10 marks)**
- c) Explain the importance of an organizational chart in housekeeping. **(10 marks)**

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

QUESTION 2

Describe the areas that constitute the layout of a housekeeping department.

(20 marks)

QUESTION 3

Discuss the scope of housekeeping operations.

(20 marks)

QUESTION 4

Explain the responsibilities of an executive housekeeper.

(20 marks)