TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM S13)

BHC 2110: HOUSEKEEPING OPERATIONS THEORY I

END OF SEMESTER EXAMINATIONS
SERIES: APRIL 2015
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:
   i) Hotel
   ii) Housekeeping
   iii) Accommodation
   iv) Detergent
   v) Vacuuming   **(10 marks)**

b) Differentiate between welfare and commercial establishment and give **FOUR** examples of each.
                                                                                                    (6 marks)

c) Outline **FIVE** aspects of the following that a Housekeeper must have:
   i) Good grooming
   ii) Personal hygiene   **(10 marks)**

d) Identify **EIGHT** types of linen which must be arranged in a maids cart before cleaning starts.
                                                                                                    (10 marks)

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

a) Explain **SIX** factors to consider in the USE of cleaning agents.   **(12 marks)**

b) Discuss **EIGHT** security measures to be observed in guest rooms.   **(8 marks)**

QUESTION 3

a) Describe **FIVE** cleaning standards.   **(10 marks)**

b) Explain **FIVE** duties of a floor housekeeper.   **(10 marks)**

QUESTION 4

a) Describe **SIX** safety precautions observed in hotels to prevent and control fire. **(12 marks)**

b) Describe **FOUR** soap additives.   **(8 marks)**

QUESTION 5

a) Describe storage of cleaning equipments.   **(10 marks)**

b) Explain **FIVE** attributes of a Housekeeper.   **(10 marks)**