



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT  
(DHIM J14/DHIMS13)

**BHC 2205: HOUSEKEEPING OPERATIONS II**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** MARCH 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) Identify **FIVE** types of
  - i) Hard floor finishes
  - ii) Semi-hard floor finishes

**(5 marks)**
- b) Draw the structure of a carpet. 

**(7 marks)**
- c) State the meaning of **TEN** flower colours used in flower arrangement. 

**(10 marks)**
- d) Outline **EIGHT** functions of protective finishes. 

**(8 marks)**

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

### QUESTION 2

- a) Explain **SIX** factors to consider in selection of a colour scheme. 

**(12 marks)**
- b) Describe **FOUR** methods of bacteria control in accommodation establishments. 

**(8 marks)**

### QUESTION 3

- a) Describe **FIVE** types of polishes. 

**(10 marks)**
- b) Discuss **FIVE** uses of wastes found in accommodation establishments. 

**(10 marks)**

### QUESTION 4

- a) Explain why paints are popular than any other surface finish. 

**(10 marks)**
- b) Explain **FIVE** disadvantages of wall papers. 

**(10 marks)**

### QUESTION 5

- a) Describe **FIVE** types of pests common in guestrooms and the control of each. 

**(10 marks)**
- b) Explain **FIVE** reasons why briefing is conducted before any work operation is carried out. 

**(10 marks)**