



**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*

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**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)**