



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM M14)

BHC 2110: HOUSEKEEPING OPERATIONS I

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 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) Outline **TEN** security measures observed in accommodation establishments. (10 marks)
- b) Draw the organization chart of accommodation department in a University. (10 marks)
- c) Identify the classification of cleaning agents. (6 marks)
- d) Differentiate between welfare and commercial accommodation establishments. (4 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) Describe **FOUR** mechanical equipments used in housekeeping. (8 marks)

QUESTION 3

- a) Identify **SIX** hazards common in housekeeping department and explain the control of each. (12 marks)
- b) Describe **FOUR** limitations of water. (8 marks)

QUESTION 4

- a) Explain **SIX** qualities of a good housekeeper. (12 marks)
- b) Explain **FOUR** duties of a ward housekeeper. (8 marks)

QUESTION 5

- a) Outline **TEN** general principle of cleaning. (10 marks)
- b) Describe **FIVE** cleaning frequencies. (10 marks)