

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 s	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)