



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM M14)

BHC 2205: HOUSEKEEPING OPERATIONS THEORY II

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) Identify **SIX** legal obligations of the employer under Health and Safety Act 1974. **(6 marks)**
- b) Give **SIX** reasons as to why seals may be preferred to polishes. **(6 marks)**
- c) State **THREE** types of colour schemes and give examples of each. **(9 marks)**
- d) Outline **NINE** purposes that floor mats serve. **(9 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Identify one surface finish a Housekeeper should select for the wall and give reasons for selection. **(10 marks)**
- b) Describe **FIVE** requirements of a good waste disposal system. **(10 marks)**

QUESTION 3

- a) Explain **SIX** factors to consider in selection of carpets. **(12 marks)**
- b) Describe **FOUR** types of flower arrangements. **(8 marks)**

QUESTION 4

- a) Explain **FIVE** properties of wood as a floor finish. **(10 marks)**
- b) Using examples discuss **FIVE** ways in which pests can be eradicated in the Guest houses. **(10 marks)**

QUESTION 5

- a) Explain the importance of briefing staff before operations start. **(12 marks)**
- b) Discuss **FOUR** important aspects of personal hygiene. **(8 marks)**