



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF TECHNOLOGY AND HOSPITALITY MANAGEMENT

BHH 4201: HOUSEKEEPING OPERATIONS THEORY II

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 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

SECTION A (Compulsory)

QUESTION 1

The success and credibility of a hotel depends solely on the housekeeping staff. Top quality with dedicated, trained, intelligent, sincere and motivated staff is what is important for a hotel housekeeping department.

- a) Describe the functions of the housekeeping departments. **(10 marks)**
- b) With the aid of a diagram, explain the duties of various staff in the housekeeping of a medium sized hotel. **(15 marks)**
- c) Highlight any **FIVE** qualities you will be looking for in your staff as the housekeeper. **(5 marks)**

SECTION B (Answer any **TWO** questions)

QUESTION 2

Various types of cleaning agents are used for cleaning the guest room, bathrooms, toilets and other public areas. Discuss. **(20 marks)**

QUESTION 3

Floors are important areas which are readily noticed on entering a room or particular area and they may be both functional and decorative.

- a) Elaborate the various considerations in choosing floorings. **(10 marks)**
- b) Briefly describe any **FIVE** types of hard floor finishes. **(10 marks)**

QUESTION 4

No matter how clean one keeps the surroundings, you cannot avoid the ‘uninvited guests’ – pests. It is not only embarrassing but also speaks badly of a hotel where one sees pests everywhere. Describe any **FIVE** types of pests and how they can be controlled. **(20 marks)**

QUESTION 5

Security has always been a major concern for hotels worldwide:

- a) Briefly explain any **TEN** safety and security measures you will put in place as the housekeeper. **(10 marks)**
- b) Describe the **THREE** aspects/classes of security in a catering facility. **(10 marks)**