



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM J14/DHIMS13)

BHC 2205: HOUSEKEEPING OPERATIONS II

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: MARCH 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 **FIVE** types of
 - i) Hard floor finishes
 - ii) Semi-hard floor finishes

(5 marks)
- b) Draw the structure of a carpet.

(7 marks)
- c) State the meaning of **TEN** flower colours used in flower arrangement.

(10 marks)
- d) Outline **EIGHT** functions of protective finishes.

(8 marks)

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

- a) Explain **SIX** factors to consider in selection of a colour scheme.

(12 marks)
- b) Describe **FOUR** methods of bacteria control in accommodation establishments.

(8 marks)

QUESTION 3

- a) Describe **FIVE** types of polishes.

(10 marks)
- b) Discuss **FIVE** uses of wastes found in accommodation establishments.

(10 marks)

QUESTION 4

- a) Explain why paints are popular than any other surface finish.

(10 marks)
- b) Explain **FIVE** disadvantages of wall papers.

(10 marks)

QUESTION 5

- a) Describe **FIVE** types of pests common in guestrooms and the control of each.

(10 marks)
- b) Explain **FIVE** reasons why briefing is conducted before any work operation is carried out.

(10 marks)