



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM
UNIVERSITY EXAMINATION FOR THE DIPLOMA IN
HOTEL AND INSTITUTIONAL MANAGEMENT:
BHC 2205: HOUSEKEEPING OPERATIONS THEORY II
END OF SEMESTER EXAMINATION

SERIES: MAY 2016

TIME: 2 HOURS

DATE: May 2016 Select Month Pick Year

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer ALL the questions)

30 POINTS

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| 1. | (a) | Identify the classification of Hard floor finishes | (7 marks) |
| | (b) | Outline SEVEN steps of special cleaning metals | (7 marks) |
| | (c) | Describe THREE types of colour schemes | (6 marks) |
| | (d) | State TEN requirements of a floor seal | (10 marks) |

Section B

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| 2. | (a) | Explain SIX methods of bacteria control in the environment | (12 marks) |
| | (b) | Explain FOUR factors to consider in selection of a surface finish | (8 marks) |
| 3. | (a) | Describe with use of diagrams FOUR types of flower arrangements | (10 marks) |
| | (b) | Explain FIVE ways of increasing the life expectancy of a wall surface finish | (10 marks) |
| 4. | (a) | Describe with use of a diagram the structure of a carpet | (10 marks) |
| | (b) | Discuss the procedure of cleaning a carpet outdoors | (10 marks) |

5. (a) Explain why floor mats are widely used in the accommodation establishments today (10 marks)
- (b) Identify FIVE types of Semi-hard floor finishes and describe one of them in details (10 marks)