



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 2110: HOUSE KEEPING OPERATIONS I
END OF SEMESTER EXAMINATION

SERIES: MAY 2016

TIME: 2 HOURS

DATE: Pick Date May 2016

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

1. (a) Differentiate between welfare and commercial establishments (4 marks)
- (b) Outline TEN duties of a floor housekeeper (10 marks)
- (c) State SIX principles of cleaning (6 marks)
- (d) Draw the organization of a housekeeping department in a large hotel (10 marks)

Section B

2. (a) Explain FIVE points to consider in the selection of cleaning equipment (10 marks)
- (b) Describe FIVE cleaning agents (10 marks)
3. (a) Explain the relationship that housekeeping has with other six department in a Hotel (12 marks)
- (b) Describe FOUR small cleaning equipment and in each case state storage and care (8 marks)

4. (a) Describe FIVE types of accidents common in guest houses and in each case state the prevention (10 marks)
- (b) Explain FIVE cleaning frequencies (10 marks)
5. (a) Discuss TEN security measures that should be observed in accommodation establishments (10 marks)
- (b) Explain FIVE factors to consider in USE of cleaning agents. (10 marks)