



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY
MANAGEMENT (BTHM S16)

BHH 4105: HOUSEKEEPING OPERATIONS I

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date **DECEMBER 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

QUESTION ONE

- a) Explain TEN ways in which housekeeping organizational structure contributes to achievement of goals in hotel (10 Marks)
- b) Highlight two roles for each of the following housekeeping staff
 - a) Public area supervisor
 - b) Room attendant
 - c) Cloak room attendant
 - d) Tailor
 - e) Gardener (10 Marks)
- c) Guests have varied needs and wants with regard to hotel room specifications. Describe FIVE types of rooms that can be found in hotels (10 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

Hotel operations is like a system with several parts working towards a common objective. Discuss how housekeeping relates with at least TEN other departments in the hotel (20 Marks)

QUESTION THREE

Housekeeping as a department plays a major role in realizing the overall objectives of a hotel. Discuss TEN management roles of an executive housekeeper (20 Marks)

QUESTION FOUR

Compare and contrast in house laundry and outsourcing of laundry services in hospitality operations (20 Marks)

QUESTION FIVE

Discuss TEN factors considered in determining cleaning frequency of an area in housekeeping (20Marks)