



# TECHNICAL UNIVERSITY OF MOMBASA

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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 S15)

BHH 4201: HOUSEKEEPING OPERATIONS II  
SPECIAL SUPPLEMENTARY EXAMINATION

**SERIES: SEPT. 2017**

**TIME: 2 HOURS**

**DATE:** Pick Date Sep 2017

**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.**

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**SECTION A (Answer all the questions)**

**30 POINTS**

**QUESTION ONE**

- Identify FIVE different colors and explain the impressions associated with them (10 mrks)
- Explain factors to be considered when cleaning waste disposal areas in a hotel (10 mrks)
- Highlight security measures that can be put in place against fire accidents in housekeeping (10 mrks)

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

**QUESTION TWO**

- Describe TEN qualities that are key in the selection of a suitable surface finish for a high traffic corridor in a hotel (10 mrks).
- Highlight TEN importance of using polishes and sealers on surfaces in housekeeping (10 mrks).

### **QUESTION THREE**

- a) Outline TEN measures that should be in place to curb bomb threats (10 mrks)
- b) Explain TEN consequences of poor choice of cleaning methods and procedures in housekeeping (10 marks).

### **QUESTION FOUR**

- a) Explain TEN factors to consider in the selection of soft furnishings in housekeeping (10 mrks)
- b) Describe the procedure for cleaning and maintenance of oil based painted walls (10 mrks)

### **QUESTION FIVE**

Interior and exterior decoration require careful mixing of different colors to ensure aesthetic beauty is achieved. Discuss the FOUR main color schemes used in housekeeping. (20 mrks)