



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 S15)

BHH 4201: HOUSEKEEPING OPERATIONS II

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 question one and other two in section two.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- Explain FIVE ways through which surface finishes contribute towards customer satisfaction (10 marks)
- Highlight TEN key factors to be considered in hotel housekeeping to ensure hygiene and safety. (10 marks)
- Identify TEN possible consequences of poor safety and security measures in a hotel (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- Explain TEN measures to put in place to ensure proper care and maintenance for furniture. (10 marks)
- Outline TEN security measures that can be used to curb pilferage in the housekeeping department. (10 marks)

QUESTION THREE

- a) Highlight TEN measures that should be in place to ensure secure key control in hotels (10 marks)
- b) Explain FIVE advantages and disadvantages of ceramic tiles as a surface finish. (10 marks)

QUESTION FOUR

Discuss TEN current trends shaping the future of housekeeping operations in hotel. (20 marks)

QUESTION FIVE

Flowers play a vital role in both interior and exterior decoration if used in the right way. Discuss the principles that managers should focus on in flower arrangement in the various areas within the hotel. (20 marks)