TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT

(DHIM M16)

BHC: 2110

HOUSEKEEPING OPERATIONS THEORY 1

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2HOURS

DATE: Pick Date DECEMBER 2016

SECTION A (Answer all the questions)   **30 POINTS**

1a) Point out **EIGHT** general principles of cleaning. **(8marks)**

b) Draw the organization chart of housekeeping department in a large hotel. **(10 marks)**

c) Identify the classification of cleaning agents. **(7marks)**

d) List **TEN** types of linen stocked in a maid's cart before cleaning. **(5 marks)**

SECTION B (Answer only <u>TWO</u> questions)

QUESTION TWO

2a) Explain **FIVE** attributes of a good housekeeper.   **(10marks)**

b) Describe **FIVE** cleaning frequencies.   **(10marks)**

QUESTION THREE

3a) Describe **TEN** security measures to observed in the room division of the hotel. **(10marks)**

b) Describe the storage of cleaning equipment.   **(10marks)**

QUESTION FOUR

4a) Describe **FOUR** soap additives.   **(8marks)**

b) Discuss **SIX** safety precautions observed in hotels to prevent and control fire. **(12marks)**

QUESTION FIVE

5a) Explain **FIVE** duties of a floor Housekeeper. **(10marks)**

b) Explain **FIVE** factors to consider in selection of cleaning agents. **(10marks)**