



**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 2205: HOUSEKEEPING OPERATIONS THEORY II**  
**END OF SEMESTER EXAMINATION**

**SERIES: MAY 2016**

**TIME: 2 HOURS**

**DATE: May 2016** Select Month Pick Year

**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) | Identify the classification of Hard floor finishes | (7 marks)  |
|    | (b) | Outline SEVEN steps of special cleaning metals     | (7 marks)  |
|    | (c) | Describe THREE types of colour schemes             | (6 marks)  |
|    | (d) | State TEN requirements of a floor seal             | (10 marks) |

**Section B**

- |    |     |  |            |
|----|-----|--|------------|
| 2. | (a) | Explain SIX methods of bacteria control in the environment                   | (12 marks) |
|    | (b) | Explain FOUR factors to consider in selection of a surface finish            | (8 marks)  |
| 3. | (a) | Describe with use of diagrams FOUR types of flower arrangements              | (10 marks) |
|    | (b) | Explain FIVE ways of increasing the life expectancy of a wall surface finish | (10 marks) |
| 4. | (a) | Describe with use of a diagram the structure of a carpet                     | (10 marks) |
|    | (b) | Discuss the procedure of cleaning a carpet outdoors                          | (10 marks) |

5. (a) Explain why floor mats are widely used in the accommodation establishments today (10 marks)
- (b) Identify FIVE types of Semi-hard floor finishes and describe one of them in details (10 marks)