



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 S15)

BHC: 2213

HOUSEKEEPING MANAGEMENT THEORY

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME:2HOURS

DATE:Pick DateDECEMBER 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. AttemptChoose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30

POINTS

QUESTION 1

- a) Identify the importance of the following in Housekeeping department

- I. Regular inspection.
- II. Spot-checking. **(4 marks)**

- b) Name **TEN** communication symbols that may be found in a supervisors Daily work report.(10mks)
- c) Outline **SIX** housekeeping activities which take place between 6:30am and 1:00pm in hotels. (6mks)
- d) Identify
 - i. **FIVE** advantages and,
 - ii. **FIVE** disadvantages of contract labour in the hotel. **(10mks)**

SECTION B (Answer only TWO questions) 40 Marks

QUESTION 2

Discuss induction training under the following:

- a) The Human Resource Manager.(**10 marks**)
- b) Housekeeping department.(**10marks**)

QUESTION 3

- a) Explain the importance of each of the following components of work in an organization:
 - i. Job specification.
 - ii. Duty Rota.
 - iii. Job procedure.
 - iv. Work schedule..
 - v. Job description. **(10 marks)**

- b) Discuss **FIVE** duties of a housekeeper in a University Hall of Residence. **(10 marks)**

QUESTION 4

- a) Explain any **SIX** legal obligations of the staff in housekeeper department. **(12 marks)**
- b) Describe **FOUR** forms of communication that housekeeping department relate with other departments. **(8 marks)**

Question 5

- a) Describe **FIVE** types of information passed from the staff to management in housekeeping department. **(10 marks)**
- b) Explain the importance of housekeeping control desk. **(10 marks)**

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