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

SPECIAL SUPPLEMENTARY EXAMINATION

SERIES: SEPT. 2017

TIME:2HOURS

DATE:Pick DateSep2017

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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