



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 2110: HOUSE KEEPING OPERATIONS I
END OF SEMESTER EXAMINATION

SERIES: MAY 2016

TIME: 2 HOURS

DATE: Pick Date May 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 Choose instruction.

Do not write on the question paper.

SECTION A (Answer ALL the questions)

30 POINTS

1. (a) Define the following terms:-
- i. Spray cleaning
 - ii. Builders
 - iii. Vacuum cleaner
 - iv. Housekeeping
 - v. Abrasives
- (b) Outline FIVE limitations of water as a cleaning agent (5 marks)
- (c) Identify the use and storage of FIVE cleaning agents (10 marks)
- (d) State FIVE steps of cleaning a toilet bowl (5 marks)

Section B

2. (a) Describe FIVE large cleaning equipment (10 marks)
- (b) Identify TEN activities associated with turning down in guest rooms (10 marks)
3. (a) Describe FOUR types of keys used in hotels (8 marks)

- (b) Explain SIX factors to consider while determining the cleaning frequency of an Area (10 marks)
4. (a) Explain FIVE duties of an executive housekeeper (10 marks)
- (b) State TEN rules that should be observed in a guest floor (10 marks)
5. (a) Describe FOUR substances added to detergents during manufacture (8 marks)
- (b) Explain SIX qualities of a good housekeeper (12 marks)