



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 S18)

BHC 2205: HOUSEKEEPING OPERATIONS II
END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME: 2 HOURS

DATE: Pick Date Aug 2019

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

QUESTION ONE

- a) Outline TEN aspects of personal hygiene in Housekeeping Operations (10 marks)
- b) Identify FIVE ways in which flowers were used in the ancient civilizations (5 marks)
- c) State FIVE reasons why ceramic tiles are widely used today (5 marks)
- d) Draw the structure of a carpet (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain SIX factors to consider in selection of a carpet (12 marks)
- b) Discuss FOUR benefits of a using a job card during a practical operation (8 Marks)

QUESTION THREE

- a) Discuss FIVE reasons as to why floor mats are widely used today (10 marks)
- b) With use of diagrams identify FOUR shapes of flower arrangements and state where they are suitably used (10 marks)

QUESTION FOUR

- a) Describe SIX types of polishes (12 marks)
- b) Explain FOUR factors to consider in the selection of colours for interior decoration

(8marks)

QUESTION FIVE

- a) Giving reasons identify the suitable surface finishes for the following areas;
 - i. University corridors
 - ii. Hotel reception
 - iii. Guest room
 - iv. Hospital kitchen
 - v. Executive boardroom (10 marks).
- b) Explain the care of each of the above finishes (10 marks)