



**TECHNICAL UNIVERSITY OF MOMBASA**

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

**UNIVERSITY EXAMINATION FOR THE:**

DIPLOMA IN HOTEL AND INSTITUTION MANAGEMENT DHIM M18

BHC 2213 HOUSEKEEPING MANAGEMENT THEORY II

END OF SEMESTER EXAMINATION

**SERIES: AUGUST 2019**

**TIME:2HOURS**

**DATE:AugAug2019**

**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.**

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**SECTION A (Answer all the questions)**

**30 POINTS**

**QUESTION ONE**

- a) Define the following terms (12 marks)
  - i) Job Specification
  - ii) Daily routine
  - iii) Control desk
  - iv) Contract services
  - v) Work schedule
  - vi) Training
- b) Explain **FOUR** managerial duties of an executive Housekeeper. (8 marks)
- c) State **FIVE** areas that must be mentioned in the appointment letter after a successful interview in housekeeping. (5 marks)
- d) Identify **FIVE** type of information that is found in a work specification document. (5 marks)

**SECTION B (Answer only TWO questions)**

**QUESTION TWO**

- a) Identify and explain **FOUR** activities that go on at the housekeeping control desk. (8 marks)
- b) Discuss **SIX** issues covered during a briefing session in housekeeping. (12 marks)

**QUESTION THREE**

- a) Discuss the importance of the following in housekeeping management. (10marks)
  - i) Communication
  - ii) Training
- b) Explain **FIVE** ways through which an executive Housekeeper can control cost. (10 marks)

**QUESTION FOUR**

- a) Discuss the **FOUR** steps in pre recruitment activities (16 marks)
- b) Explain **TWO** areas of training a Housekeeper can be taken through. (4 marks)

**QUESTION FIVE**

- a) Discuss **FIVE** functions of housekeeping control Desk. (10 marks)
- b) Explain **FIVE** reasons why hotel housekeeping contract cleaning services.( 10 marks )