



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M13)

BHC 2206: HOUSEKEEPING OPERATIONS II

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Give **TWO** reasons as to why artificial flowers are widely used in the modern world. (2 marks)
- b) Identify **FIVE** methods of floor preparation before laying a carpet. (5 marks)
- c) State **SIX** functions of protective finishes. (6 marks)
- d) Outline **FIVE** uses of wastes found in hotels. (5 marks)
- e) State **SIX** advantages of paint as a surface finish. (6 marks)

- f) Identify **SIX** types of:
 - i) Hard floor finishes
 - ii) Semi-hard floor finishes (6 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Explain **TWO** ways in which **FOUR** types of pests can be controlled in a guestroom. (10 marks)
- b) Explain **FIVE** factors to consider in the selection of a seal. (10 marks)

QUESTION 3

- a) Discuss **FIVE** purposes that colours serve in the interior of a building. (10 marks)
- b) Explain **FIVE** measures that should be taken to control bacteria and disease in accommodation establishment. (10 marks)

QUESTION 4

- a) Discuss measures to observe while cleaning a carpet. (10 marks)
- b) Describe **FIVE** types of polishes. (10 marks)

QUESTION 5

- a) Discuss **FIVE** basic requirements of a waste disposal system. (10 marks)
- b) Explain **EIGHT** steps of deep cleaning carpets. (8 marks)
- c) Identify **FOUR** uses of floor mats. (2 marks)