



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

BHC 2110: HOUSEKEEPING OPERATIONS I

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) Draw the organization chart of housekeeping department in a large hotel. (10 marks)
- b) Identify **FIVE** rules used in a guest floor. (5 marks)
- c) Give **FOUR** reasons for cleaning. (4 marks)
- d) Differentiate between welfare and commercial accommodation establishments. (4 marks)
- e) Identify the classification of cleaning agents. (7 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Explain **SIX** duties of a floor housekeeper. (12 marks)
- b) Discuss **FOUR** types of fire. (8 marks)

QUESTION 3

- a) Discuss **TEN** security measures observed in the room division of the hotel. (10 marks)
- b) Describe cooperation between housekeeping and other departments in the hotel. (10 marks)

QUESTION 4

- a) Describe **SIX** methods of cleaning. (12 marks)
- b) Explain **FOUR** limitations of water. (8 marks)

QUESTION 5

- a) Describe **SIX** hazards common in accommodation establishment. (12 marks)
- b) Explain **FOUR** factors to consider in selection of cleaning equipment. (8 marks)