



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 S 23)

BHC 2213: HOUSEKEEPING MANAGEMENT THEORY
SUP/SPEC EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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) Using examples differentiate between a capital and an operational budget. (5 marks)
- b) State ten objectives of Standard Operating Procedure (SOP) (10 marks)
- c) Identify **five** advantages of a duty Rota (5 marks)

- d) Outline **four** duties of the executive housekeeper under the following;
 - i. Guest welfare
 - ii. Health and safety (8 marks)
 - e) Identify two reasons for discrepancies in a room status report (2 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain **six** disadvantages of contract cleaning (12marks)
- b) Discuss **four** benefits of supervising staff as they work (8 marks)

QUESTION THREE

- a) Explain **five** types of information communicated by the workforce to the management. (10 marks)
- b) State **ten** details a work schedule in housekeeping should include (10 marks)

QUESTION FOUR

- a) Explain **ten** activities done in the guest room during turning down of beds (10 marks)
- b) Explain **five** details a new employed person is given under specific induction (10 marks)

QUESTION FIVE

- a) Explain **five** duties of housekeeping control clerk (10 marks)
- b) Discuss **five** types of files found in the housekeeping office (10 marks)