



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
END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: Pick Date Apr 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) State how the priority of cleaning guest rooms in the hotel is determined (4 marks)
- b) Identify **four** benefits of a budget (4 marks)
- c) Identify **five** duties of an executive housekeeper under the following;
 - i. Staff
 - ii. Organization of cleaning and servicing (10 marks)
- d) Outline **four** details included in a housekeeping standard operating procedure (4 marks)
- e) State **eight** advantages of a work schedule (8 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain **five** advantages of contract cleaning (10 marks)
- b) State **ten** details included in a job specification (10 marks)

QUESTION THREE

- a) Explain **four** methods an executive housekeeper can use to control housekeeping expenses (8 marks)
- b) Discuss **six** benefits of briefing staff before work begins (12 marks)

QUESTION FOUR

- a) Explain **five** benefits of a job description (10 marks)
- b) Identify **four** communication symbols used in housekeeping and give the meaning of each (4 marks)
- c) Discuss **three** types of training given in the hotel after induction (6marks)

QUESTION FIVE

- a) Explain **six** types of information a newly employed person is given under general induction (12 marks)
- b) Discuss **four** activities carried out during departmental meetings (8 marks)