



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 S24)

BHC 2110: HOUSEKEEPING OPERATIONS THEORY1
SUP/SPEC EXAMINATION

SERIES: JULY 2025

TIME:2HOURS

DATE:Pick DateJul2025

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.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Define the following terms as used in housekeeping;
 - i. Detergent
 - ii. Accommodation
 - iii. Hotel
 - iv. Organic solvents
 - v. Stripping

(10 marks)
- b) Outline **four** reasons of cleaning (4 marks)
- c) Identify the classification of cleaning agents. (7marks)

- d) List **five** additives used in detergent. (5 marks)
- e) State **four** safety precautions to be observed in use of electrical cleaning equipment. (4 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Identify **five** types of accidents common in accommodation establishments and explain how each can be prevented. (10 marks)
- b) Describe **five** cleaning standards. (10 marks)

QUESTION THREE

- a) Draw the staff organization of housekeeping department. (10 marks)
- b) Explain **five** factors considered in determination of cleaning frequencies. (10 marks)

QUESTION FOUR

- a) Explain **six** duties of a floor housekeeper. (12 marks)
- b) Identify **four** mechanical cleaning equipment and explain the use of each. (8 marks)

QUESTION FIVE

- a) Explain **six** factors to consider in the USE of cleaning agents. (12 marks)
- b) Identify **four** departments of the hotel and explain how each relate to housekeeping department. (8 marks)