



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 24)

BHC 2110: HOUSEKEEPING OPERATIONS THEORY 1
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) Define the following terms as used in housekeeping;
 - i. Additives
 - ii. Housekeeping
 - iii. Stains
 - iv. Builders

(8 marks)
- b) State **five** attributes of a good housekeeper (5 marks)
- c) Outline **five** principles of cleaning. (5 marks)

- d) Identify **five** roles of housekeeping department. (5 marks)
- e) Point out **seven** security measures to be observed in accommodation establishments. (7 marks)

SECTION B (Answer only TWO questions)
QUESTION TWO

- a) Explain **six** factors to consider in selection of cleaning equipment. (12 marks)
- b) Identify **four** types of fire and in each case explain the method of control. (8 marks)

QUESTION THREE

- a) Describe **five** cleaning methods. (10 marks)
- b) Explain **five** duties of a room steward. (10 marks)

QUESTION FOUR

- a) Outline the use of the following cleaning agents;
 - i. Acid cleaners
 - ii. Organic solvents
 - iii. Degreasers
 - iv. Abrasives
 - v. Detergent(5 marks)
- b) In each of the above cases give **two** examples (5 marks)
- c) Describe **five** cleaning frequencies (10 marks)

QUESTION FIVE

- a) Identify **six** pests found in accommodation establishments and in each case state the method of control. (12 marks)
- b) Explain **four** basic requirements a waste disposal system of must meet. (8 marks)