



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF: BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY MANAGEMENT (BTHM S23)

UNIT CODE: HHH 4201 UNIT NAME: HOUSEKEEPING OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date Dec 2024

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) State **FOUR** advantages of on-premise laundry (4 marks)
- b) Explain **FIVE** attributes of a good housekeeping staff (10 marks)
- c) Describe **FIVE** types of fire extinguishers (10 Marks)
- d) Explain **THREE** types of plastics (6 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Describe **FIVE** factors to consider when selecting cleaning agents (10 Marks)
- b) Discuss any **FIVE** manual methods used in cleaning surfaces (10 Marks)

QUESTION THREE

- a) State **FIVE** precautions that will help in maintenance of plastics (5 Marks)
- b) Describe the standard operating procedure for entering a guest room (10 marks)
- c) Explain **FIVE** measures that may be taken to discourage guest theft (5marks)

QUESTION FOUR

Discuss the procedure of cleaning a guest room (20 Marks)

QUESTION FIVE

- a) Explain **FIVE** mechanical equipment used in housekeeping (10 marks)
- b) Discuss the classification of fibres (10 marks)