



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
SUPPLEMENTARY/SPECIAL 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 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 **FIVE** points to consider when storing cleaning agents (5 marks)
- b) Explain **FIVE** responsibilities of housekeeping department (10 marks)
- c) The safety of employee can be ensured by following the three Es of safety. Outline the **THREE** Es as related to work environment. (6 marks)
- d) Describe the relationship between housekeeping department and the following:
 - i. Front office department (2 marks)
 - ii. Maintenance department (2 marks)
- e) Highlight **FIVE** disadvantages of off-premise laundry (5 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Describe **FIVE** cleaning agents used in housekeeping department (10 Marks)
- b) Discuss any **FIVE** mechanized methods of cleaning in housekeeping (10 marks)

QUESTION THREE

- a) Discuss the cleaning of the following surfaces (10 marks)
 - i. Window glass
 - ii. Wooden surfaces
 - iii. Metal surfaces
- b) Explain **FIVE** causes of fire and how they can be prevented (10 marks)

QUESTION FOUR

- a) Explain Five factors to consider when purchasing housekeeping equipment (10 marks)
- b) Describe FIVE methods used in fabric construction (10 marks)

QUESTION FIVE

- a) Discuss any **FIVE** categories of keys used in housekeeping department (10 Marks)
- b) Planning for an emergency is important. Describe any **FIVE** elements that should be captured in the contingency plan for it to be effective (10 marks)